

DEPARTMENT OF INFORMATION RESOURCES
Board Member Guide



Texas Department of Information Resources

August 12, 2020

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Cover Photo: “Rotunda” by Taylor S. Chonis

Introduction

Welcome to the Department of Information Resources (DIR) Board and thank you for your service. This guide will introduce you to your new position as a Board member and provide necessary training, helpful information, and ongoing support for common questions and issues that may arise during your tenure.

This guide is divided into two sections:

- [Section 1 – Law, Rules, and Policies](#) provides an overview of the various laws that concern the Board and its activity when performing its official function.
- [Section 2 – DIR: An Overview](#) provides an overview of DIR, including the agency’s organization, management, operations, roles, and service offerings.

DIR’s enabling legislation, [Texas Government Code Chapter 2054](#), and other statutory authority outlines additional training required of DIR Board members. This training covers:

- [Texas Open Meetings Act](#)
- [Texas Public Information Act](#)
- [Texas Administrative Procedure Act](#)
- Conflict of interest and other laws relating to public officials
- Ethics policies adopted by DIR or the Texas Ethics Commission
- Responsibilities relating to financial management of DIR
- DIR enabling legislation
- DIR operated programs
- DIR’s role and function
- DIR rules
- Contract management
- Current financials for DIR
- Results from the most recent formal audit of DIR

Every new board member must complete specific trainings within certain statutory timeframes. The first two required trainings are published by the Office of the Attorney General and can be found [here](#). They provide detailed information regarding [Open Government](#), including the Public Information Act and the Open Meeting Act, and must be completed within **90 days** after the date that you assume your responsibilities as a member of the DIR Board. [Tex. Gov’t. Code § 551.005](#); [Tex. Gov’t. Code § 552.012](#). When you have completed these courses, ***please provide the DIR General Counsel’s Office with a copy of your course completion certificate*** for DIR’s records.

The second training requirement is published by the Comptroller of Public Accounts (CPA) and can be found [here](#). [Tex. Gov’t. Code §§656.052, 656.053](#). This training details the ethical and professional responsibilities associated with state contracting. It must be completed promptly. To complete this training, please review the Governing Bodies Webinar PDF, located [here](#). Should you have any questions regarding this training, please contact the DIR General Counsel’s [administrative law attorney](#). When you have completed the course, ***please forward the form to the CPA email address provided on the acknowledgement form and also provide the DIR General Counsel’s Office with a copy of your course completion certificate*** for its records.

The final training requirement is unique to DIR’s Board members. [Tex. Gov’t. Code § 2054.021\(f\)](#)-

(g). This document that you are currently reviewing contains all information required to meet this obligation. It provides an overview of DIR programs, finances, operations, as well as contract management training. Review of this document must be completed within **180 days** after the date that you assume your responsibilities as a member of the DIR Board. If you prefer, detailed information can be presented to you in person at your convenience. ***Please notify the DIR General Counsel's Office by email when you have completed your review of the DIR Board Member Guide.*** An email simply stating that you have reviewed this document will suffice as evidence that you have done so.

The table below lists all required training, including a description, the location, how to verify completion, and the deadlines for completion. It is also your responsibility to ensure that you complete all required financial and conflict of interest disclosures as described in this guide.

Required Training	Description	Location	Verification to DIR General Counsel	Due Date
1A. Texas Open Meetings Act	Covers the basics of the Open Meetings Act	Texas Office of the Attorney General (OAG) Website	Send Course Certificate to DIR General Counsel's Office upon completion	90 days after first day of service
1B. Texas Public Information Act	Covers the basics of the Public Information Act	Texas Office of the Attorney General Website	Send Course Certificate to DIR General Counsel's Office upon completion	90 days after first day of service
2. Texas Comptroller of Public Accounts (CPA)	Contract training for the procurement and contracting processes of a state agency	Texas Comptroller of Public Accounts (CPA) website	Send acknowledgement form to DIR General Counsel's Office and the identified CPA email address	Promptly
3. DIR Board Member Training Guide	DIR Training	DIR Website	Email DIR General Counsel's Office upon completion	180 days after first day of service

Section 1 – Law, Rules, and Policies

This section provides the requisite information to train new Board members on the following topics:

- DIR Mission,
- Enabling legislation,
- Texas Open Meetings Act,
- Texas Public Information Act,
- Texas Administrative Procedure Act,
- Other laws affecting public officials,
- Financial responsibilities relating to financial management of DIR,
- Financial audits,
- Legislative hearings, and
- Additional responsibilities and training.

1.1 DIR Mission

The mission of the Texas Department of Information Resources is to serve Texas government by leading the state's technology strategy, protecting state technology infrastructure, and offering innovative and cost-effective solutions for all levels of government.

In addition to DIR's work in establishing statewide technology policies and guidelines through Technology Planning and Policy, DIR offers three key functions to support its mission:

- Procurement and contract management (cooperative contracts; enterprise contracts; and shared technology services);
- Communications Technology Services (TEX-AN); and
- Enterprise IT Security.

1.2 Enabling Legislation

1.2.1 [Texas Government Code 2054: Information Resources Management Act](#)

[Subchapter A: General Provisions](#)

[Subchapter B: Administration of Department](#)

[Subchapter C: General Powers and Duties of Department](#)

[Subchapter D: Information Resources Managers](#)

[Subchapter E: Strategic and Operating Plans; Information Resources Deployment Review](#)

[Subchapter F: Other Powers and Duties of State Agencies](#)

[Subchapter G: Project Management Practices](#)

[Subchapter H: Telecommunications Planning](#)

[Subchapter I: State Electronic Internet Portal Project](#)

[Subchapter J: Texas Project Delivery Framework](#)

[Subchapter K: Electronic System for Occupational Licensing Transactions](#)

[Subchapter L: Statewide Technology Centers](#)

[Subchapter M: Access to Electronic and Information Resources by Individuals with Disabilities](#)

[Subchapter N-1: State Cybersecurity](#)

[Subchapter O: Legacy Systems Study, and Major Outsourced Contracts](#)

[Subchapter P: Additional Provisions on Contracting](#)

[Subchapter Q: Legacy System Moderation Strategy](#)

1.2.2 Other Relevant Chapters

- [Tex. Gov't. Code § 2055: Electronic Grant System](#) – Statutory language providing for and directing DIR to manage an electronic portal through [Texas.gov](#) that coordinates state grant assistance programs offered by and throughout the state
- [Tex. Gov't. Code § 2059: Texas Computer Network Security](#) – Statutory language directing DIR to provide computer network security services to state agencies and other entities by agreement.
- [Tex. Gov't. Code § 2157: Purchasing of Automated Information Systems](#) – Statutory language guiding the purchase of automated information systems, including all hardware and software related to the automation of an information system. This includes telecommunication apparatuses and devices that are a component of a communication network relating to telecommunications.
- [Tex. Gov't. Code § 2170: Telecommunications Services](#) – Statutory language relation to and guiding the deployment and administration of the centralized Capitol Complex Telephone System (CCTS).
- [Tex. Gov't. Code § 2263: Statewide Contract Management](#) – Statutory language directing DIR, in consultation with the Comptroller of Public Accounts, to develop a contract management guide (and appropriate training) and Contract Advisory Team to provide assistance to state agencies in improving contract management practices.

1.3 Texas Open Meetings Act

The [Texas Open Meetings Act](#) (Open Meetings Act) governs the conduct of governmental bodies to ensure that governmental actions taken on public business and policy are accessible to the public, unless expressly authorized otherwise by statute. Violation of the Act can carry criminal penalties and civil remedies.

The Open Meetings Act prohibits the board of a governmental body from meeting or communicating privately on agency business. This includes individual board member interactions if such a meeting or communication—including emails—would result in a quorum, either directly or through any such chain of communications. To avoid such an occurrence, board members should be mindful of “reply all” responses to email messages that include other board members as addressees.

By statute, the DIR Board must meet a minimum of once each quarter or as called by the DIR Board chair. When meeting, the board must adhere to all requirements of the [Open Meetings Act](#). The DIR Board must comply with the following:

- A [timely notice](#) of the matters to be considered must be published in the [Texas Register](#).
- A quorum of six (including ex-officio members) must be present, either in-person or via videoconference, for action or deliberation by the Board.¹
- Only appointed members may vote on an action item; ex-officio members may not.
- Members of the Board must abstain from discussing official business during breaks or recesses.
- Minutes of all Board meetings must be maintained. This includes certified agendas of any matters considered in closed or executive session.
- A DIR attorney should be present for all Board meetings to ensure full compliance with the Open Meetings Act.

Statute expressly provides for certain circumstances when a Board may discuss matters in a closed meeting or executive session because an open meeting would not be appropriate. Instances when this is allowed include:

- Consultations with an attorney;
- Deliberations about real property;
- Deliberations regarding gifts and donations;
- Certain personnel matters; and
- Security issues relating to information resources technology, including network security and deployment of security personnel, critical infrastructure, or security devices.²

Whenever a closed or executive session is held, the following requirements must be met:

- Only issues pertaining to the above-referenced exceptions shall be discussed;
- Decisions, votes, or “straw” votes on matters shall be avoided; and

¹ Although ex-officio members count towards a quorum, they are not permitted to vote on matters. Therefore, when a vote is before the Board, a majority is determined only by those non-ex-officio members present.

² This exception is exclusive to DIR.

- A certified agenda must be created and maintained for a minimum of two years **unless** the DIR Board consults with an attorney in the closed session.

Texas Open Meetings Act: Subcommittees

Generally, subcommittees are not subject to the [Texas Open Meetings Act](#) if:

- The subcommittee is not attended by a Board quorum; *and*
- The subcommittee does not have the authority to vote or otherwise take final action on a matter of agency business; *and*
- The Board does not routinely “rubber stamp” the recommendation of its subcommittees

1.4 Texas Public Information Act

The [Texas Public Information Act](#) (Public Information Act) creates transparency in governmental action with the foundational belief that most government records, including those held by DIR board members, should be open to the public upon request. As with the Open Meetings Act, failure to provide documents or take appropriate measures to protect them may result in criminal or civil penalties.

If a board member receives a written request for public information, the board member must immediately notify DIR's Executive Director, Public Information Officer, or General Counsel. DIR (by way of the Board member) are required to respond by specific statutory deadlines. By providing immediate notification of a written request, a board member allows DIR staff to aid with the request and remain in full compliance with the [Public Information Act](#).

Although the [Public Information Act](#) provides numerous exceptions in which information requested may be withheld, DIR must request an opinion as to whether an exception applies from the Office of the Attorney General (OAG) prior to withholding such information. Again, DIR is subject to and must comply with specific statutory deadlines to request an opinion from the OAG. If DIR fails to comply, the ability to withhold requested information based on a specific exception may be lost. Therefore, timely notification to DIR's Executive Director, Public Information Officer, or General Counsel is imperative.

Lastly, all or a portion of a board member's business calendar is subject to disclosure under the [Public Information Act](#) if DIR board business is maintained on the calendar. Board members are strongly encouraged to maintain separate calendars for board business and a board member's own personal or professional business. Calendars recording DIR-related business shall be retained for one year.

For information regarding a public information request, please contact [DIR's General Counsel's Office](#) or [Public Information Officer](#).

1.5 Texas Administrative Procedure Act

The [Texas Administrative Procedure Act \(Tex. Gov't Code § 2001\)](#) and DIR's enabling statute grant the DIR board the authority to adopt rules. Once properly adopted, the agency's rules have the full force of law.

DIR staff draft or revise rules upon board request, as needed, or as required by statute. Once drafted, the rulemaking process begins, in which consensus is sought from various affected agencies and other stakeholders, including the [Information Technology Council for Higher Education \(ITCHE\)](#).³ After stakeholder input is received and accounted for in the draft language of a new or revised rule, the rule is brought to the Board for consideration during an open Board meeting.

Upon approval of a new or amended rule, the Board authorizes publication of the rule in the [Texas Register](#) for 30 days to provide the public with the opportunity to comment and give feedback. Following this 30-day period, any public feedback is considered, and the new or amended rule is again brought before the Board for final approval. Upon final approval, the new or amended rule is submitted for publication in the Texas Register. Once published, the rule becomes law.

In addition, all DIR rules must be reviewed every four years for relevancy and to avoid redundancy. During a rule review, the same process is followed regardless of whether changes have occurred: the board must approve both a publication of the rule for public comment and, in a later meeting, vote to adopt or repeal the rule.

³ Due to the potential impact and the unique needs of institutions of higher education, there is a statutory requirement that DIR must coordinate its use of information technology with the institutions of higher education through the Information Technology Council for Higher Education. See [Tex. Gov't Code § 2054.121](#).

1.6 Other Laws Affecting Public Officials

DIR Board members are considered public officials, regardless of their outside employment. As such, certain Texas statutes guide members' affairs, including the following:

- Financial disclosure, and
- Conflict of interest.

Pay close attention to which forms you must provide.



Voting Board members must file personal financial statements.



All Board members must file conflict of interest forms.

1.6.1 Financial Disclosure

Voting Board members and the DIR executive director must file personal financial statements. The reports are to be filed with the Texas Ethics Commission within 30 days of appointment or qualification, whichever is earlier, and by April 30 of each following year of the member's tenure. A \$500 penalty is automatically assessed for late filing of a financial statement; however, a 60-day extension may be requested for all but the initial report. The filing must include the following:

- Personal financial activity for the previous year;
- In some cases, the financial activity of your spouse and dependent children if you had authority to exercise control over that activity; and
- Certain received gifts worth more than \$250, excluding those from relatives or political contributions; gifts otherwise reported under the [Election Code](#); or a gift from a lobbyist reported on the lobbyist's activity report.

The Texas Ethics Commission sends the appropriate forms to officials subject to financial disclosure requirements. Board members may also fill out this [form](#) online.

All personal financial statements are open to the public under the [Public Information Act](#).

1.6.2 Conflict of Interest

In order to keep DIR procurement decisions free of real or perceived influence, Texas state law, including both [DIR enabling legislation](#) and [general provisions](#), guides the activities of DIR Board members and DIR's executive director. Among the activities restricted by DIR's enabling legislation are:

- Registering as a lobbyist because of compensated activities for business entities or trade associations of business entities that have a substantial interest in the information resources technologies industry.

- Acting as an officer, employee, or paid consultant of a business entity or trade associations of business entities that have: (1) substantial interest in the information resources technologies industries; and (2) that may contract with state government.
- Owning, controlling, or having, either directly or indirectly, more than a ten percent interest in a business entity that has: (1) substantial interest in the information resources technologies industry; and (2) that may contact with state government.
- Receiving more than 25 percent of one's income from a business entity that has: (1) substantial interest in the information resources technologies industry; and (2) that may contact with state government.
- Being interested in or connected with a contract or bid for furnishing a state agency with information resources technology.
- Being employed by a state agency as a consultant on information resources technologies.
- Accepting or receiving money or another thing of value from an individual, firm, or corporation to whom a contract may be awarded, directly or indirectly. This does not preclude a Board member from being paid for services rendered to an agency. See [Tex. Att'y Gen. Op. No GA – 679 \(2008\)](#).⁴

A provision enacted in 2015 provides that:

- (a) Each state agency employee or official who is involved in procurement or in contract management for a state agency shall disclose to the agency any potential conflict of interest specified by state law or agency policy that is known by the employee or official with respect to any contract with a private vendor or bid for the purchase of goods or services from a private vendor by the agency.
- (b) A state agency may not enter into a contract for the purchase of goods or services with a private vendor with whom any of the following agency employees or officials have a financial interest:
- (1) a member of the agency's governing body;
 - (2) the governing official, executive director, general counsel, chief procurement officer, or procurement director of the agency; or
 - (3) a family member related to an employee or official described by Subdivision (1) or (2) within the second degree by affinity or consanguinity.
- (c) A state agency employee or official has a financial interest in a person if the employee or official:
- (1) owns or controls, directly or indirectly, an ownership interest of at least one percent in the person, including the right to share in profits, proceeds, or capital gains; or
 - (2) could reasonably foresee that a contract with the person could result in a financial benefit to the employee or official.
- (d) A financial interest prohibited by this section does not include a retirement plan, a blind trust, insurance coverage, or an ownership of less than one percent in a corporation. [Tex. Gov't Code § 2261.252](#).

Texas general legislation also provides that a Board member may not:

⁴ The statute implies a lack of quid pro quo.

- Accept other employment or compensation that could reasonably be expected to impair a Board member's independence of judgment in the performance of a member's official duties.
- Make personal investments that could reasonably be expected to create a substantial conflict between a Board member's private interest and the public interest.
- Intentionally or knowingly solicit, accept, or agree to accept any benefit for having exercised the Board member's official powers or performed the member's official duties in favor of another.
- Accept or solicit any gift, favor, or service that might reasonably tend to influence the Board member's duties or that the member knows or should know is being offered with the intent to influence the member's official conduct.
- Accept other employment or engage in a business or professional activity that the Board member might reasonably expect would require or induce the member to disclose confidential information acquired by reason of the member's official position.

In addition:

- A former Board member may not communicate to or appear before an officer or employee of the entity to which they were appointed for two years after leaving the Board if the communication or appearance is made with the intent to influence and on behalf of any person in connection with any matter on which the person seeks official action. [Tex. Gov't Code § 572.054](#).
- A Board member who has a personal or private interest in a measure, proposal, or decision pending before the Board shall publicly disclose in an open meeting and shall recuse him/herself from deliberations or decisions on the matter. [Tex. Gov't Code § 572.058](#).

Conflict of Interest Violations

There are several defined instances in which a Board member may violate state conflict of interest laws, including:

- [Texas Penal Code § 36.02](#) makes it illegal to accept anything in exchange for your vote, decision, or recommendation.
- [Texas Penal Code § 36.07](#) makes it illegal to accept an honorarium in exchange for services you are asked to provide because of your status as an appointed Board member.
- [Texas Penal Code § 36.09](#) makes it illegal for someone to offer you a benefit they know is illegal for you to accept.

Certain exceptions for Texas Penal Code [§ 36.09](#) are set forth in the Penal Code at [Section 36.10](#). Common exceptions include certain transportation and lodging cost, gifts under \$50, and certain meals and entertainment if reported in a lobbyist report to the Texas Ethics Commission.

DIR's policy on the acceptance of gifts is *more strict* than state law. DIR policy prohibits employees from accepting any gift or benefit if it does not meet one of the exceptions listed in [Texas Penal Code § 36.10](#).

1.7 Financial Responsibilities Relating to Financial Management of DIR

The DIR Board is tasked with various responsibilities related to DIR’s financial management as assigned by statute and DIR’s own rules. Among those responsibilities are the following:

As Needed: Review and Approval of Large-Value Contracts

Per [Texas Government Code § 2054.064](#), [§ 2054.522](#) and [1 Texas Administrative Code \(TAC\) 201.6](#), the board shall approve all contracts and contract amendments with a value exceeding \$1 million dollars or that pertain to a major outsourced contract. After a vendor is selected and before execution of a contract with the vendor, DIR’s executive director or a designee shall seek approval of a majority of the board per the form below:

BOARD APPROVAL OF CONTRACTS OVER \$1 MILLION

Form Terms	Form Term Descriptions
RFO Name and No.	Name and RFO number of contract posted
RFO Posting Date	Date posted on the ESB
RFO Response Due Date	Date response/offers were submitted
Name of Offerors	List all vendors responding to the RFO.
Evaluation Process	Describe the process used for evaluation. What were the key evaluation factors? Were agency and DIR staff involved in the evaluation? Was a procurement quality assurance team used? Was there a downselect of vendors? If so, how was the downselect determined?
Governance Oversight	Was a governance committee involved in overseeing the procurement? If so, what was its role? Was a Board subcommittee part of the oversight process for the procurement. If so, name the Board subcommittee and its membership.
Vendors Invited to Negotiate	List the vendors invited to negotiate.
Vendor Recommended for Award	Enter name of vendor recommended for contract award.
Total Contract Amount	Enter the total contract amount.
Contract Term	Enter the start and end dates of the contract.
Summary of Contract Purpose	Provide an executive level summary of the purpose of the contract. Discuss the statutory authority for the procurement. Include if this contract will replace a current contract that has expired or otherwise been terminated.
Financial Summary	Describe the fiscal impact of the contract. Will agencies pay for the services? Is it within DIR’s budget?
Key Terms	Describe the key terms of the contract. These likely will be items that were negotiated or have significant business/solution impact. Examples include intellectual property, termination, special financial requirements, etc.

Quarterly: Review of Operating Budget Status and Approval of Budget Amendments

DIR staff prepares a report to the Board of each previous quarter's financial statements for comparison against the Board-approved DIR Annual Operating Budget. Before its presentation to the Board for approval, the report is reviewed by the Board's Audit and Finance Subcommittee. The report includes an explanation of significant (exceeding five percent) variances. In addition to quarterly financial statements, DIR staff presents budget amendments for Board approval as required by the Board's Budget Amendment Policy.

Annually: Approve DIR Annual Operating Budget, Including DIR Administrative (Cost-Recovery) Fees

DIR staff prepares and presents an Annual Operating Budget to the Board each August for the upcoming fiscal year (September 1 – August 31). Before its presentation to the Board for approval, the proposed Annual Operating Budget is reviewed by the Board's Audit and Finance Subcommittee. The proposed budget must be:

- In line with the fiscal year appropriations approved by the Legislature;
- Based on results of DIR's business planning activities; and
- Reflect allocation of resources to the highest priority activities.

Biennially: Approve DIR Legislative Appropriations Request

Each even-numbered year, DIR staff prepares and presents a Legislative Appropriations Request (LAR) to the Board for approval before submitting the request to the Legislature in August of that year. The LAR must:

- Represent DIR's request for funding for the next two fiscal years; and
- Be of a process based on instructions issued by the Legislative Budget Board (LBB) and the Governor's Budget and Policy Offices.

1.8 Financial Audits

DIR is [statutorily required](#) to undergo internal audits. Such periodic audits will include audits of major systems and controls including, but not limited to, accounting, administrative, and electronic data processing. The periodic internal audit will be achieved by DIR's internal auditor, who reports to the board. Prior to commencement of an internal audit, the board must approve the proposed audit plan which shall be prepared using risk assessment techniques and identify individual audits to be conducted throughout the year. Upon completion, the internal auditor shall report results of audit to the Board. Final copies must be filed with the following entities:

- Sunset Advisory Committee,
- Governor's Budget and Policy Offices,
- State Auditor's Office, and
- Legislative Budget Board.

In addition to audits completed by DIR's Internal Audit division, the [State Auditor's Office](#) (SAO) performs periodic audits of DIR programs.

1.9 Legislative Hearings

As a DIR Board member, you may be called to testify before a Legislative committee or subcommittee. Should this occur, please contact the [Office of the General Counsel](#) for further direction in addition to the below recommendations:

- Prepare as much as possible.
- Practice, practice, practice.
- Simply and briefly present the facts.
- Try to keep the presentation to three minutes or less.
- If asked a question, answer the question asked. If asked a question to which you don't know the answer, answer as such and indicate that you will get back with the requested information.
- Be respectful and answer, "Yes, sir/No, sir; Yes, ma'am/No, ma'am."

Remember, the reason you were asked to testify is to help the legislators better understand a subject matter or issue. Your goal is to provide the appropriate level of assistance to the legislators and their staff.

1.10 Additional Responsibilities

1 Texas Administrative Code [Chapter 201](#) provides for additional duties and responsibilities of the DIR Board, including setting the strategic direction for the agency and regularly evaluating agency operations, establishing Board advisory committees, and establishing donation and other policies.

Section 2 – DIR: An Overview

This section provides the requisite information to train new DIR Board members on the following topics:

- DIR operated programs,
- DIR management roles and functions,
- DIR rules,
- Current agency financials, and
- Results from the most recent formal audit of DIR.

2.1 History

The Texas Legislature determined that state information resources are strategic assets that must be managed as valuable state resources. This required coordinated management to ensure that these resources were deployed in the most cost effective manner. Accordingly, the Legislature stated that it was good state policy to coordinate and direct the use of state agency information resources technologies and provide a cost-effective means to retrieve and/or exchange information by and between state governmental entities.

The Legislature created the Department in 1989 through [Texas Government Code § 2054](#), the Information Resources Management Act, to oversee this task by providing statewide leadership and oversight for the management of government information and communications technology. Since then, DIR's responsibilities and authority have evolved significantly.

In 2005, the 79th Legislature signaled a clear mandate for the state to restructure the roles and responsibilities of agencies for the state's investment in information and communication technology. In addition to directing DIR to provide IT security services to state agencies and requiring state agencies to purchase through the Cooperative Contracts Program, the Legislature ordered DIR to consolidate the management of state data center services. DIR responded with a data center services consolidation program to address numerous issues identified by the Legislature. The program sought to perform the following key actions:

- Identify relevant operational details of each previously independently managed data center;
- Identify the operational baseline costs of individual state agency data center services;
- Determine the magnitude of savings realized through a data center consolidation; and
- Obtain such savings through an efficient and effective statewide data center services model.

Since its inception, DIR has served in a leadership role to facilitate the state's economic competitiveness through its ability to deliver quality information resources commodities and services at the lowest prices and best values for its customers.

2.2 DIR Management

The Board meets at least once each quarter of the state fiscal year and may meet at other times at the call of the presiding officer or as provided by department rule. The governor shall designate a member of the Board as presiding officer or Board chair. When a quorum of all Board members—both voting and nonvoting—is present, an affirmative vote of a majority of the voting members of the Board present is necessary for an action to be effective.

The Board is composed of seven voting members appointed by the Governor with the advice and consent of the Senate. One of the members must be employed by an institution of higher education. These members serve for staggered six-year terms.

In addition, two groups, each composed of three ex-officio members, serve on the Board on a biennial rotating basis. These ex-officio members serve as nonvoting members of the Board; however, the nonvoting members do count towards a quorum. Only one group serves at a time. The first group is composed of the commissioner of insurance, the executive commissioner of the Health and Human Services Commission, and the executive director of the Texas Department of Transportation. Members of the first group serve for two-year terms that begin February 1 of every other odd-numbered year and that expire on February 1 of the next odd-numbered year. The second group is composed of the commissioner of education, the executive director of the Texas Department of Criminal Justice, and the executive director of the Parks and Wildlife Department. Members of the second group serve for two-year terms that begin February 1 of the odd-numbered years in which the terms of members of the first group expire and that expire on February 1 of the next odd-numbered year.

The Board employs an executive director to manage the daily operations of DIR. DIR also employs the chief information officer for Texas state government and has authority for all aspects of information technology for state agencies, including:

- The use of technology to support state goals;
- Functional support of state agencies;
- Technology purchases;
- Deployment of new technologies;
- Delivery of technology services; and
- Provision of leadership on technology issues.

2.2.1. Governing Board

Ben Gatzke, DIR Presiding Officer (Term: Beginning 01/05/2018)

President and CEO of BorrowWorks, LLC, Fort Worth

- Member of the Jewel Charity
- Board member of the Baylor University School of Music Board

Christian Alvarado (Term: 01/05/2018 to 02/01/2021)

Partner at CBTX Capital, LLC, Austin

- Board president of Austin Angels
- Member of the Dell Children's Trust
- Past chief of staff to Texas Railroad Commission Chairman Barry Silverman
- Former member of the One Call Board of Texas
- Member of the State Bar of Texas and the Self Storage Association

Mike Bell (Term: 01/05/2018 to 02/01/2023)

Chief Technology Officer at Houston Police Department, Spring

- Former president of the Correction Technology Association
- Former committee chair for the American Corrections Association
- Past chief information officer for the Texas Department of Criminal Justice
- Member of the Information Systems Audit and Control Association, International Information System Security Certification Consortium, College of Healthcare Information Management Executive, and Project Management Institution

Stuart A. Bernstein (Term: 01/15/2016 to 02/01/2021)

Director at CapRidge Partners, Austin

- Board member of the Toigo Foundation
- Member of the University of Texas Real Estate Finance and Investment Center Advisory Council
- University of Texas System Chancellors Council
- Past president of the University of Texas 1883 Council
- Founder and chairman Emeritus of Young Texans Against Cancer
- President of the Seton Forum
- Board member of the Boy Scouts of Central Texas Investment Foundation
- Past director of the Texas Lyceum
- Past board member of the M.D. Anderson Advance Team

Stacey Napier (Term: 06/24/2019 to 02/01/2025)

Vice Chancellor for Government Relations, The University of Texas System

- Member of the Texas Bar Association
- Volunteers with Generation Serve
- A Woman of Courage member with the Children's Advocacy Centers of Texas

Jeffrey Tayon (Term: 04/19/2017 to 02/01/2021)

Independent Investor, Houston

- Independent investor focusing on commercial real estate
- Member of the State Bar of Texas, District of Columbia Bar, U.S. Patent and Trademark Office Bar, and Texas Bar Foundation

Kara Thompson (Term: 06/24/2019 to 02/01/2025)

Austin, Texas

- Previously served as the chief strategy and risk officer of the Trellis Organization
- Principal and managing consultant of Kara Thompson Consulting

EX-OFFICIO BOARD MEMBERS

HEALTH AND HUMAN SERVICES COMMISSION (Term: 02/01/2019 to 02/01/2021)

Ricardo Blanco (Term initiated: 12/16/2019)

Deputy Executive Commissioner for Information Technology

Chief Information Officer

- More than 20 years of experience in Information Technology (IT) leadership roles, including 12 years with the Texas Department of State Health Services
- Named Deputy Executive Commissioner for Information Technology at the Health and Human Services Commission in 2019 and has oversight of one of the largest network infrastructures in Texas
- Graduate of ELITE (Executive Leadership for Information Technology Excellence) Program at the LBJ School of Public Affairs and the MIT Cybersecurity Professional Development Program

TEXAS DEPARTMENT OF INSURANCE (Term: 02/01/2019 to 02/01/2021)

Nancy Clark (Term initiated: 03/05/2020)

Deputy Commissioner for Administrative Operations (CFO)

- Oversees Administrative Operations division including Agent and Adjuster Licensing, Complaints Processing, Employee Ombudsman, Financial Services, Human Resources, Information Security, Information Technology, and Procurement and General Services
- Previously served as budget manager and as budget analyst
- Former actuarial assistant and financial manager for an actuarial consulting firm for 13 years, specializing in asset adequacy analysis and reserve reporting
- Certified Government Financial Manager
- Adjunct professor at St. Edward's University Business School and a 2012 graduate from the Texas Fiscal Officers Academy

TEXAS DEPARTMENT OF TRANSPORTATION

Anh Selissen (Term initiated: 02/01/2019)

Chief Information Officer

- Led information technology organizations in both the public and private sectors
- Previously held positions as Chief Information Officer at NuStats Inc., and Director of Enterprise Systems at the University of Texas at Austin, and most recently served as Deputy CIO at the Texas Comptroller's Office

- President-Elect of the Texas Association of State Systems for Computing and Communications and IT Chair of the State Agency Coordinating Council

2.2.2 Board Subcommittees

Audit and Finance Subcommittee

Size/Composition/Appointment: Two Board members appointed by the Board chair

Purpose/Duties: Internal auditor reports to this subcommittee. DIR finance staff work most directly with this subcommittee on budget/finance issues.

Legal Basis: [Tex. Gov't Code § 2054.040 \(HB 2472, 83rd Regular Texas Legislature\)](#)

Communications Technology Services (TEX-AN/CCTS) and Information Security Subcommittee

Size/Composition/Appointment: Two Board members appointed by the Board chair

Purpose/Duties: Received frequent updates on telecommunications services and information security matters.

Legal Basis: [Tex. Gov't Code § 2054.522 \(HB 2472, 83rd Regular Texas Legislature\)](#)

Procurement and Subcontracting Subcommittee

Size/Composition/Appointment: Three Board members appointed by the Board chair

Purpose/Duties: Receive frequent updates on procurement initiatives, cooperative contracts, and HUB compliance matters.

Legal Basis: Discretionary

Data Center Services Subcommittee

Size/Composition/Appointment: Three Board members appointed by the Board chair

Purpose/Duties: Receive frequent updates on data center services program

Legal Basis: [Tex. Gov't Code § 2054.522 \(HB 2472, 83rd Regular Texas Legislature\)](#)

Strategic Oversight Subcommittee

Size/Composition/Appointment: Three to four Board members appointed by the Board chair

Purpose/Duties: To provide strategic oversight to the Agency.

Legal Basis: [Tex. Gov't Code § 2054.041](#)

Texas.gov Subcommittee

Size/Composition/Appointment: Three Board members appointed by the Board chair

Purpose/Duties: Receive monthly updates on the Texas.gov program; provide input on program strategy and fee approval requests.

Legal Basis: [Tex. Gov't Code § 2054.522 \(HB 2472, 83rd Regular Texas Legislature\)](#)

2.2.3 Executive Leadership



Amanda Crawford
Executive Director
amanda.crawford@dir.texas.gov
512-475-4775

Amanda Crawford is the Executive Director of the Texas Department of Information Resources (DIR). In this role, she is responsible for the overall leadership, direction, and daily operations of DIR, an agency with an annual fiscal profile of approximately \$3.2 billion per year. DIR's responsibilities include protecting the state's data and critical technology infrastructure, managing a multi-billion dollar cooperative contracts program, and providing strategic technology leadership, solutions, and innovation to all levels of Texas government.

Prior to leading the team at DIR, Mandy served at the Office of the Attorney General of Texas (OAG) for more than 17 years. She held various positions at the OAG, including ultimately serving for two and a half years as the Deputy Attorney General for Administration and General Counsel, overseeing the administrative and general counsel divisions of the office. In that role, Mandy directed the daily business operations of an agency of more than 4,300 employees with offices across the state, while also serving as General Counsel and leading the Open Records, Public Finance, and General Counsel Divisions. Additionally, since she joined the OAG in 1999, she has served as the Associate Deputy Attorney General for Legal Counsel and General Counsel, the Chief and Deputy Chief of the Open Records Division, a drafting attorney in the Open Records Division, and the OAG's Public Information Coordinator.

Mandy earned her B.A. from The University of Texas at Austin and her law degree from the University of Houston Law Center. She is a graduate of the Governor's Center for Executive Development through the LBJ School of Public Affairs at The University of Texas at Austin.

Steve Pier
Chief of Staff
steve.pier@dir.texas.gov
512-475-4799

Steve Pier is the Chief of Staff of the Texas Department of Information Resources (DIR). He comes to DIR from the Office of the Attorney General where he served as the Director of Governmental Relations and Strategic Initiatives. He has over 20 years of experience in governmental consultancy, working with state, federal, and international organizations. Steve has a bachelor's degree in Political Science from Miami University in Oxford, Ohio.



Hershel Becker
Chief Procurement Officer
hershel.becker@dir.texas.gov
512-475-4617

Hershel Becker serves as Chief Procurement Officer for the Texas Department of Information Resources. He joined DIR in July 2016, and is responsible for overseeing and directing procurements and contracting functions for DIR's Enterprise and Cooperative Contracts.

Hershel brings nearly 30 years of experience in both the public and private sectors. Prior to assuming his current role, Hershel served as the Deputy Director for Contract Operations at the Texas Office of the Attorney General, where he directed all major outsourcing initiatives for the Child Support Division. While there, he represented the Office of the Attorney General on the state's Contract Advisory Team for eight years. He was also responsible for operations of the State Disbursement Unit, employer services, and various internal projects.

Hershel earned his Bachelor's degree in Accounting from Sam Houston State University.



Kate Fite
Interim General Counsel
kate.fite@dir.texas.gov
512-463-1153

Kate Fite serves as Interim General Counsel for the Texas Department of Information Resources. She and her staff are responsible for providing legal services to all operational and administrative divisions in the agency. Kate specializes in technology procurements. Kate previously served as Assistant General Counsel to the Office of the Governor, where she provided advice and counsel as to many issues including Emerging Technology Fund contracting. Kate also served as General Counsel for the Texas Board of Veterinary Medical Examiners. Before entering public service, Kate worked as a bankruptcy and commercial litigation attorney. Kate is also a licensed Certified Public Accountant in Virginia. As an International Tax Consultant, Kate advised technology clients as to cross border transactions and corporate structures.

Kate graduated from the University of Texas with a master's in professional accounting and from Vanderbilt University Law School.



John Hoffman
Chief Technology Officer
Interim State Chief Information Officer
john.hoffman@dir.texas.gov
512-936-2501

John Hoffman serves as Chief Technology Officer for the Texas Department of Information Resources. He is responsible for providing comprehensive strategic planning for the agency. John oversees DIR's IT leadership in planning and policy, accessibility, and enterprise solution services.

John brings over 25 years of experience in wired and wireless telecommunication, having held positions in network operations and integration, field operations, program management, sales, and real estate. Most recently, John acted as DIR's Director of Communications Technology Services, where he had management responsibility over the statewide telecommunications network and contracts including the Capitol Complex Telephone System. During this assignment, John focused on providing thoughtful leadership, technical support, competitive environments, and enabling innovative solutions to state agencies and other DIR customers.

John earned a Bachelor of Science in Engineering Management from the University of Missouri and a Master of Business Administration from Southern Methodist University.



Ed Kelly
Chief Data Officer
ed.kelly@dir.texas.gov
512-463-1811

Ed Kelly serves as the Chief Data Officer for the Texas Department of Information Resources. He is responsible for improving data governance and integrity by working with agency leadership to develop data policies, standards, and best practices. In this role, Ed seeks opportunities for data sharing across government to reduce duplicative information collection, increase accountability, improve data management and analysis, and identify future cost savings.

Ed brings over 25 years of experience in information technology and business operations in both the public and private sectors. He has held positions in IT leadership, business continuity planning, business operations management, project management, and security/facilities management. Most recently, Ed was the Chief Administrative Officer and Information Resource Manager at the Texas Department of Agriculture, where he had management responsibility for information technology, human resources, facilities and fleet management, and licensing in support of the agency's statewide regulatory responsibilities. During this assignment, Ed focused on providing technical leadership, exceptional customer service, accountability, and transparency as well as enabling innovative technical solutions for the program and support divisions of the agency.



Nancy Rainosek
Chief Information Security Officer
nancy.rainosek@dir.texas.gov
512-463-1966

Nancy Rainosek is the state Chief Information Security Officer for the Texas Department of Information Resources. She has over 30 years of IT experience in Texas state government and private sector consulting. Nancy has been with DIR since 2013, previously serving as the Governance Risk and Compliance Program Management. She was previously Deputy CISO and Enterprise Security Operations Manager at the Health and Human Services Commission and IT Audit Manager and Information Resource Manager for the Texas State Auditor's Office. She is certified in risk and information control. She is a graduate of Texas State University.



Dale Richardson
Chief Operations Officer
dale.richardson@dir.texas.gov
512-463-7370

Dale Richardson serves as Chief Operations Officer for the Texas Department of Information Resources. He is responsible for the state's telecommunications network, technology sourcing contracts program, Data Center Services (DCS) program, and the Portfolio Project Management Office at DIR.

Dale joined the state in 2013 as the Director over the DCS program. He was instrumental in leading the DCS program to new heights in terms of meeting contract service level agreements and customer satisfaction for state agencies participating in the program. Before joining state government, Dale's career spanned over 30 years in the information technology and telecommunications industries. After serving in several leadership positions, primarily in engineering and operations, Dale brings a demonstrated ability to lead organization teams on planning, engineering, constructing, and operating advanced networks and data center operations.

Dale earned a Bachelor of Business Administration in Business Management from The University of Texas at Austin.



Nick Villalpando
Chief Financial Officer
nick.villalpando@dir.texas.gov
512-936-2167

Nick Villalpando serves as Chief Financial Officer for the Texas Department of Information Resources. A certified public accountant, he joined DIR's finance division in May 2010. In April 2011, Nick accepted the position of DIR Interim Chief Financial Officer and was then promoted to Chief Financial Officer. Nick is responsible for leading DIR's finance, budget, and accounting functions. Nick is also responsible for strengthening DIR's fee-setting processes to ensure that DIR sets fees for our various services at levels consistent with cost-recovery principles.

Nick's 19 years of auditing and financial management include his work in public accounting where he managed compliance audits for various public and private clients. In addition to his work as a public auditor, Nick served eight years as an audit manager with the Texas State Auditor's Office where he was responsible for managing the audits of various state agencies.

Nick earned his Bachelor of Business Administration in Accounting and his Master of Professional Accounting, Accounting and Financial Reporting, from The University of Texas at Austin.

The [agency organizational chart](#) is available on the DIR website.

2.3 Agency Advisory Committees

State Strategic Plan for Information Resources Management Advisory Committee

Size/Composition/Appointment: Nine to 24 members appointed by the DIR Executive Director with Board approval. The membership must include: two IT managers from state agencies; one from an institution of higher education; one Texan not employed in state government, IT, or communications; one representative from local government; two representative from IT or communication who do not sell to the state; one IT or communications representative who does sell to the state; and one federal agency representative.

Purpose/Duties: Review and advise on the development of the [State Strategic Plan for Information Resources Management](#)

Legal Basis: [Tex. Gov't Code § 2054.033](#); [Tex. Gov't Code § 2054.091](#); [1 TAC 201](#)

Customer Advisory Committee

Size/Composition/Appointment: Nine to 24 members appointed by the DIR Executive Director. The membership must include: customers who receive services from each of DIR's programs; at least three executive level representatives from Texas state agencies; one representative from an institution of higher education; one representative from a local government organization; one representative from a [State Agency Coordinating Committee](#)⁵ member agency; one representative from a [Mid-Size Agency Coordinating Council](#)⁶ member agency; and one representative from an agency with fewer than 100 employees.

Legal Basis: [Tex. Gov't Code § 2054.0331](#)

⁵ The purpose of the State Agency Coordinating Committee is to examine administrative and management practices, review problems or issues that have an impact across agency lines, and encourage and foster management practices that are beneficial and cost effective for all state agencies.

⁶ The purpose of the Mid-Size Agency Coordinating Council is to promote communication and education on issues affecting member agencies.

2.4 Services

DIR provides statewide leadership and oversight for management of government information and communications technology. It is well positioned to do so given the responsibilities with which the Legislature has tasked it in addition to the fact that the agency's deputy executive director also serves as the Chief Information Officer (CIO) for the State of Texas. DIR's services include:

- Planning, policy, and governance;
- DIR procurement and contract management;
- Communications Technology Services; and
- Enterprise IT security.

2.4.1 Planning, Policy, and Governance

To assist agencies in the management and accountability of information resources, the Texas Legislature delegated certain responsibilities to DIR. With legislative and DIR Board direction as well as state agency collaboration, DIR has developed policies, procedures, and standards to guide agencies in planning, reporting, and managing technology resources.

DIR worked extensively with state agencies and oversight entities to develop and publish a framework that assists agencies in planning, developing, and implementing technology projects. In addition, DIR engages state agencies and other stakeholder communities, including business and technology managers, to develop plans, reports, guidance documents, and education and briefing topics.

DIR facilitates and guides the development and administration of statewide policies, standards, guidelines, and procedures. [Tex. Gov't Code § 2054.051\(b\)](#). Policy management includes activities that are associated with rulemaking actions, which support collaboration and stakeholder engagement before rule publication. It also establishes a standard and consistent agency-wide approach to technology policy management.

2.4.2 DIR Procurement and Contract Management

DIR's Chief Procurement Office (CPO) procures and manages contracts for DIR's administrative needs (DIR-A), DIR's Cooperative Contracts program, Communication Technology Services, and Shared Technology Services program. CPO currently has five groups within the division: Procurement Services, Contract Services, Cooperative Contracts, Enterprise Contracts, and the Historically Underutilized Businesses (HUB) Program.

The Procurement Services group procures the DIR-A, Shared Technology Services, and Communication Technology Services contracts. DIR procures the master contracts and shared technology service services contracts. In the case of STS and CTS, DIR manages the service contracts. This provides an immense value-added benefit to DIR's customers because customers no longer bear the burden of performing a full procurement.

The Contract Services group provides analytics, compliance, and procurement innovation services for CPO. The primary difference between Cooperative Contracts and the Shared Technology Services Contracts is a “Do it yourself” or “Managed Services” model.

Cooperative Contracts

DIR’s Cooperative Contracts program combines requirements from multiple government entities to provide efficient and cost-effective delivery of products and services.

In leveraging the purchasing power of the state, DIR negotiates Indefinite Delivery/Indefinite Quantity (IDIQ) contracts, allowing customers to purchase as few or as many of a given product without paying a premium for small purchases. This program is exclusively for Information Technology (IT) products and services.

DIR negotiates and administers contracts with IT providers for products and services, including computers, software, security hardware and software, networking and telecommunications equipment, IT staffing services, deliverables-based services, and technology-based training. In this program, there are approximately 700 active contracts, with over 1,400 resellers. Approximately one-third of DIR providers are certified as Texas Historically Underutilized Businesses (HUBs).

Eligible customers include:

- Texas state agencies
- Texas local governments (cities and counties)
- Texas institutions of higher education and K-12
- Texas assistance organizations
- Out of State governmental entities
- Electric Reliability Council of Texas (ERCOT)
- Lower Colorado River Authority (LCRA)
- Volunteer fire departments
- Private schools and private or independent institutions of higher education

This program streamlines the acquisition process for customers by competitively procuring and negotiating Cooperative Contracts in compliance with state rules. This results in contracts that offer substantially discounted pricing, along with the protection of pre-negotiated legal terms and conditions.

While customers have the option to further negotiate price and additional provisions, customers may solicit bids and place orders directly from DIR vendors without the burden of further negotiations. Customers place orders with and issue payments directly to the vendors participating in the Cooperative Contracts program. This saves DIR customers time, money, and resources, while the program itself generates hundreds of millions of dollars in cost avoidance each fiscal year.

In-state customers are not required to sign interlocal agreements to utilize the program. Out of state customers sign a short agreement that further defines controlling state statute, dispute resolution procedures, and venue for litigation.

Enterprise Contracts

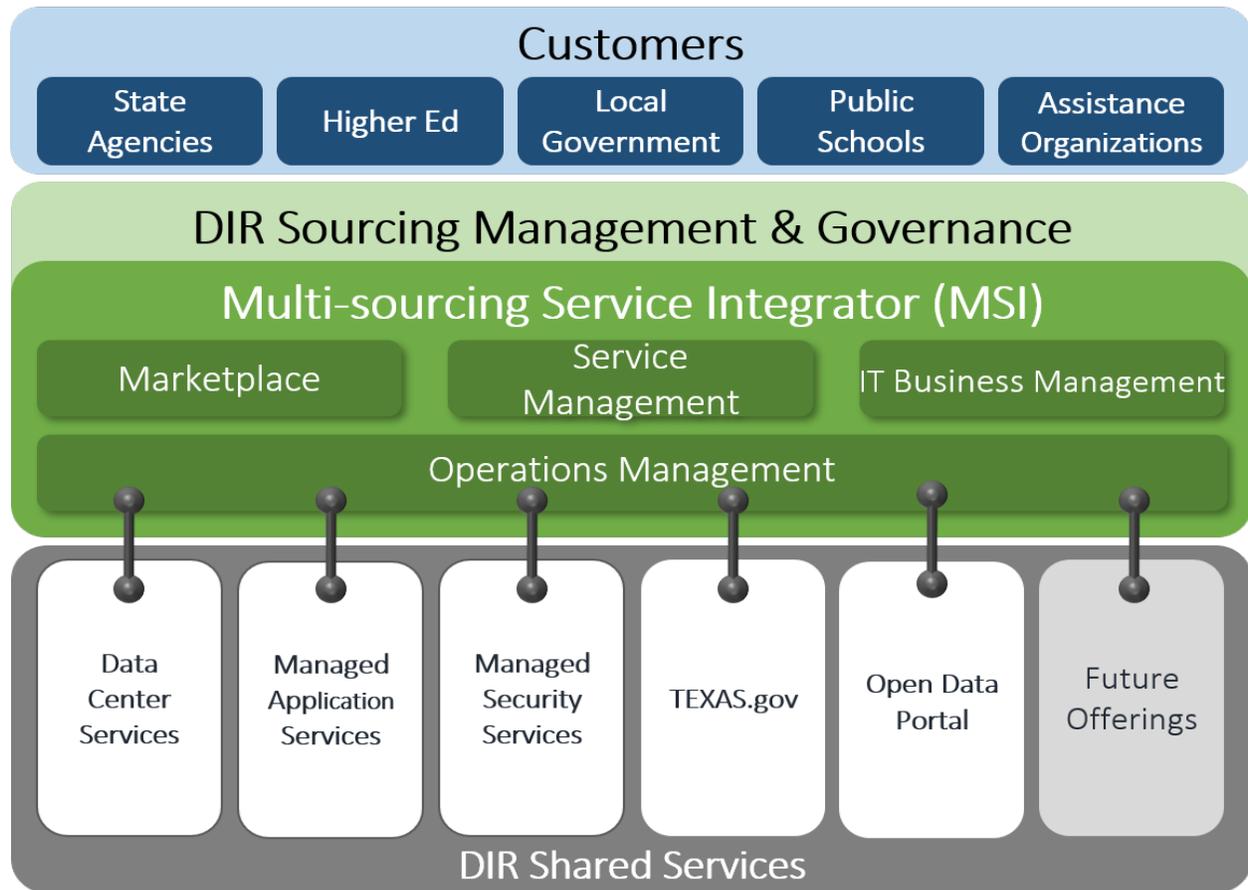
DIR's Enterprise Contracts group manages the DIR-A, Shared Technology Services contracts, and the Communications Technology Services contracts.

Shared Technology Services

DIR's Shared Technology Services (STS) Program objective is to provide organizations with access to managed IT as a service, allowing Customers to focus resources on supporting their mission and business functions rather than directly managing IT services. The STS program increases the level of IT maturity across the state by creating a consistent IT landscape with a robust service management framework. This framework ensures that STS solutions are continually developed and deployed based on business needs and values and providing improved customer relationships and operational efficiencies, optimized delivery of services, and integrated operations.

Multi-Sourcing Services Integrator

The STS program uses the Multi-sourcing Services Integrator (MSI) to oversee the individual Service Component Providers. Currently, the Service Component Providers are for Data Center Services, Managed Application Services, Managed Security Services, Texas.gov, and Open Data Portal.



Data Center Services

The Texas Data Center Services program (DCS) allows state and local governmental entities (customers) to outsource management of technology infrastructure services. Customers receive the benefit of aggregated volume discounts by sharing these technology services.

DCS provides secure connectivity to select public and private clouds designed around government security and disaster recovery requirements, and flexible service tiers to meet differing needs and budgets. Joining the program allows customers to delegate infrastructure management while increasing focus on delivering direct, mission-related value to their business users and clients.

Managed Application Services

Managed Application Services (MAS) is an offering for DIR's Data Center Services (DCS) customers, which provides Application Rate Card, Application Development, and Application Maintenance services. These three service types provide customers with appropriate resource staffing to meet customer business and application needs.

- Hourly Rate Card services allows customers to select application resources by skillset.
- Application Development services supports milestone-based development and modernization efforts.
- Application Maintenance services are fixed-cost and are delivered on requirements and project specifications that customers define.

DCS customers may request services to provide application remediation, transformation, development, and/or maintenance work efforts.

Managed Security Services

The Managed Security Services (MSS) program establishes a select set of security services provided to state agencies by service providers that are united by DIR through a Multi-Sourcing Integrator (MSI) to provide cohesive delivery and value-added components. Services include:

- Digital Forensics;
- Endpoint Management System;
- Security Monitoring;
- Intrusion Detection and Prevention Systems;
- Malware Detection and Prevention Systems;
- Managed Firewall and Web Application Firewall Services;
- Penetration Testing;
- Risk and Cloud Compliance Assessments;
- Security Incident and Response Management Services; and
- Security Information and Event Management.

Texas.gov

Texas.gov, the official website of the State of the Texas, provides portal and payment services for Texas state agencies and eligible local governmental organizations, enabling them to cost-effectively conduct online business with their customers.

The program leverages enterprise-wide services and infrastructure components to provide solutions that meet or exceed state mandated requirements regarding accessibility, security, privacy, and integration with the Texas Comptroller of Public Accounts. Texas.gov provides services for more than 300 publicly-funded customers. These services include:

- Licenses & Permits
- Utility, fee or fine payments
- Vital Records
- Driver license renewals, driver records, vehicle registration renewals and specialty license plates
- The Texas Veterans Portal
- Application Development: All online services built by the Texas.gov program feature plain language, 100% accessibility and mobile optimized design.
- Payment Processing: Texas government entities have access to secure, PCI-compliant payment products which allow for online and over-the-counter payments with credit/debit cards and/or Automated Clearing House (ACH) checks.

Open Data Portal

The Texas Open Data Portal (ODP) provides a centralized portal that DIR customers can use to share open data with the constituents that they serve, which permits greater government transparency. Since the passage of SB 79 in the 85(R) session, agencies can also use this tool as a means of answering public information requests by providing requestors with a machine readable, publicly accessible website that permits requesters can "self-serve" their data needs. This model allows for greater flexibility and availability for constituents as well as greater efficiency for DIR customers.

The ODP is available to DIR customers to post public data for sharing with citizens/public, vendors, academic personnel, researchers, journalists, state agencies here in Texas, and other agencies, both nationally and internationally. DIR provides use of the ODP to DIR customers at no charge.

2.4.3 Voice and Data Solutions

Communications Technology Services (CTS) manages the statewide communications infrastructure that provides voice, video, and data, including integrated voice response, telephone, wide area network, virtual private network, and call center solutions to more than 600 state and local government agencies. This infrastructure is adaptable to changing customer requirements and can rapidly incorporate new and emerging technologies. Similar to DIR's cooperative contracts program, DIR leverages the state's volume-buying power through its TEX-AN program to drive down costs

while reducing the barriers often associated with seeking such services, including the lengthy competitive procurement process.

In addition, DIR is responsible for the Capitol Complex Telephone System (CCTS), which is a centrally-managed telephone service for state and government agencies in the Austin area and within the Capitol complex. Through the CCTS, DIR provides the following services:

- Telephone installation, repair, relocation, change, or removal;
- Directory services including the Capitol Complex Telephone Director and CCTS operators;
- Voice mail services;
- Telephone coordinator listings for Austin-area state agencies;
- Dial tone extension to state agencies off complex in the Austin area;
- Call center services; and
- Auto-attendant routing.

2.4.4 Enterprise IT Security

DIR's IT Security program, which includes the state Network and Security Operations Center (NSOC), delivers information security management and vulnerability assessment services to Texas state agencies, local governments, and institutions of higher education. DIR also develops statewide security policies and best practices, maintains a 24/7 security alert and response system, and promote security awareness through training.

2.5 Program Governance

Several DIR programs have extensive program governance, including:

- Texas.gov,
- Data Center Services,
- Communication technology services, and
- Security

2.5.1 Texas.gov

Executive Steering Committee

Occupational Licensing Committee

Composition: Members include customers who receive services from the Texas.gov’s occupational licensing function. Members include at least the 27 agencies explicitly identified in [statute](#).

Purpose:

Legal Basis: [TGC § 2054.354](#)

Customer Advisory Council

Composition: Members include representation from DIR and the vendors as well as several members from participating agencies

Purpose: Establish development priorities from statewide customer agency perspective, advise the Executive Steering Committee, DIR management, and Project Review Board

Legal Basis: [TGC § 2054.033](#); Master Agreement.

Project Review Board

Architectural and Standards Board

Texas.gov Payment Engine (TPE) Group

Veterans Portal Advisory Council

2.5.2 Data Center Services

The Data Center Services (DCS) program governance consists of DCS governance committees which provide forums for leadership, oversight, solution and decision making for enterprise-level matters related to the DCS program. The committees are consensus decision-making bodies, with one representative from each partner group and DIR, which make strategic enterprise decisions and resolve escalated issues. The governance committees comprise the Business Executive Leadership Committee, the IT Leadership Committee, and six solution groups. The vendors participate in governance as required to identify technical options for solving issues, participate in collaborative solution development, and provide their technical and business perspective. Governance requirements are duplicated in each of [three Master Services Agreements](#).

Business Executive Leadership Committee (BELC)

Composition: Seven-member committee comprised of constituent agency deputy executive director-level business executives and DIR management, including Executive Director and Deputy Executive Director

Purpose: Establish enterprise business strategy and objectives for the Data Center Services program and monitor achievements. The committee resolves strategic enterprise business issues related to the program escalated by the IT Leadership Committee.

Legal Basis: Per the Master Services Agreement. See Exhibit 6, Section 2.2.

IT Leadership Committee

Composition: Six-member committee comprised of agency IT directors and the DIR DCS Director.

Purpose: Makes strategic technical decisions and resolves issues escalated from solution groups

Legal Basis: Per the Master Services Agreement. See Exhibit 6, Section 2.

Transition Solution Group

Composition: DIR customers are organized into five partner groups and each of the governance groups has one representative from each of the five partner groups. In addition to customer representation, each group has a DIR participant. The vendor may be asked to participate as required to provide information and communicate its perspective.

Purpose: The Transition Solution Group is a temporary governance group established to provide oversight of the transition to the new service delivery model. During this temporary transition period, it is the front line for address most enterprise issues that are not initially resolved between DIR customers, DIR, and DCS service provider staff. The goal is to resolve enterprise issues and escalated DIR customer-specific issues at this level through consensus-based, solution-building efforts. In addition, each group has responsibility for strategic decisions in its area of expertise.

Legal Basis: Per the Master Services Agreement. See Exhibit 6, Section 2.2.

Transformation Solution Group

Composition: DIR customers are organized into five partner groups and each of the governance groups has one representative from each of the five partner groups. In addition to customer representation, each group has a DIR participant and the vendor may be asked to participate as required to provide information and communicate its perspective.

Purpose: The Transformation Solution Group was established to oversee the transformation program by resolving issues and changes requested regarding the transformation plan and its milestones. It is the front line for long-term stabilization, consolidation, and optimization by fully addressing most enterprise issues that are not initially resolved between DIR customers, DIR, and DCS service provider staff. The goal is to resolve enterprise issues and escalated DIR customer-specific issues at this level through consensus-based, solution-building efforts. In addition, each group has responsibility for strategic decisions in its area of expertise.

Legal Basis: Per the Master Services Agreement. See Exhibit 6, Section 2.2

Service Delivery Solution Group

Composition: DIR customers are organized into five partner groups and each of the governance groups has one representative from each of the five partner groups. In addition to customer representation, each group has a DIR participant and the vendor may be asked to participate as required to provide information and communicate its perspective.

Purpose: The Service Delivery and Performance Group monitors trends in performance and analyzes trends in service delivery issues. When service and performance issues are identified, the group is

expected to address such issues and reach resolution on an enterprise level. It is the front line for addressing most enterprise issues that are initially resolved between DIR customers, DIR, and DCS service provider staff. The goal is to resolve enterprise issues and escalated DIR customer-specific issues at this level through consensus-based, solution-building efforts. In addition, each group has responsibility for strategic decisions in its area of expertise.

Legal Basis: Per the Master Services Agreement. See Exhibit 6, Section 2.2

Technology Solution Group

Composition: DIR customers are organized into five partner groups and each of the governance groups has one representative from each of the five partner groups. In addition to customer representation, each group has a DIR participant and the vendor may be asked to participate as required to provide information and communicate its perspective.

Purpose: The Technology Solution Group established to approve the technology standards as illustrated in the architecture and platform, guide the evaluation of new and emerging technologies and own the overall technology roadmap for the data centers. It is the front line for addressing most enterprise issues that are not initially resolved between DIR customers, DIR, and DCS service provider staff. The goal is to resolve enterprise issues and escalated DIR customer-specific issues at this level through consensus-based, solution-building efforts. In addition, each group has responsibility for strategic decisions in their area of expertise.

Legal Basis: Per the Master Services Agreement. See Exhibit 6, Section 2.2

Contracts and Finance Solution Group

Composition: DIR customers are organized into five partner groups and each of the governance groups has one representative from each of the five partner groups. In addition to customer representation, each group has a DIR participant and the vendor may be asked to participate as required to provide information and communicate its perspective.

Purpose: The Contracts and Finance Solution Group was established to track and monitor all contact obligations, oversee any changes to original contract, identify trends and resolve issues regarding contractual and financial matters, monitor overall progress of project against identified deliverables and continuously monitor and assess the financial health of the project. It is the front line for addressing most enterprise issues that are not initially resolved between DIR customers, DIR, and DCS service provider staff. The goal is to resolve enterprise issues and escalated DIR customer-specific issues at this level through consensus-based, solution-building efforts. In addition, each group has responsibility for strategic decisions in their area expertise.

Legal Basis: Per the Master Services Agreement. See Exhibit 6, Section 2.2

2.5.3 Communication Technology Services

Telecommunications Customer Advisory Council (TCAC)

Composition: TCAC is comprised of at least nine but not more than twelve members from participating agencies and the director of DIR's Communications Technology Services division.

Purpose: Provide a continuing voice in the broad direction and quality assurance of Communications Technology Services from the customer perspective. It is the duty of the council to represent the greater interests of the State of Texas.

Legal Basis: Discretionary

2.5.4 Security

Statewide Information Security Advisory Council (SISAC)

Composition: SISAC is comprised of 12-14 members from various levels of government, including institutions of higher education, and led by the Chief Information Security Officer of the State of Texas.

Purpose: Provide guidance to protect and improve confidentiality, integrity, and security of Texas government information assets and technology

Legal Basis: Discretionary

2.6 DIR Contract Management Training

DIR follows the Texas Comptroller's State of Texas Procurement and Contract Management Guide and all applicable statutes. The guide can be found on the Comptroller's [website](#).

The procurement and contract management life cycles are intertwined and begin with identifying the business need. DIR may conduct market research to understand the capabilities in the marketplace and work with customers, governance, and solution groups to identify customer needs. This process may include customer focus groups or conducting a Request for Information (RFI) followed by Art of the Possible sessions with vendors who responded to the RFI.

During this time, DIR follows the vendor communication policy, which is intended to allow for open communication with the vendor community and protect any possible future procurements. Once DIR understands the business needs and the capabilities in the marketplace, procurement planning and solicitation development begins.

Procurement Process

For complex DIR procurements, a Source Evaluation Board (SEB) is formed by representatives from several divisions. Often, the SEB is comprised of staff from the Chief Procurement Office, Chief Operations Office, and the Chief Technology Office with advisors from Finance, General Counsel, and IT Security. Also, a Source Selection Authority (SSA) group is formed by DIR executive management as an escalation path for decisions.

To increase competition and prepare the marketplace for the solicitation posting, DIR may conduct market engagement sessions. These sessions are intended as a one-way communication from DIR to the market in order to share DIR's vision and allow the vendors to begin teaming arrangements as they prepare for the release of the procurement.

A Request for Comment (RFC) may be posted on the Electronic State Business Daily (ESBD) for vendors to provide anonymous feedback. The feedback is reviewed for relevance and may or may not be integrated into the solicitation. This process allows for the market to correct any areas where DIR may not be attuned to industry best practices.

For Shared Technology Services and Cooperative Contracts, DIR uses a Request for Offer solicitation type. For DIR-A solicitations, the most appropriate method is chosen; often, it is a Request for Proposal if not using a Cooperative Contract. DIR uses the Cooperative Contracts program whenever possible and contracts with HUB certified vendors to support the HUB goals of the agency.

During development of the solicitation, the evaluation criteria is determined by the team and when appropriate, customer input on the criteria is considered. Master cooperative contracts and other solicitations are posted to the [Electronic State Business Daily](#), a portal maintained by the Texas Comptroller of Public Accounts, as required by statute. DIR-A purchases made off awarded cooperative contracts are procured through the cooperative contracts program and do not require ESBD posting.

The solicitation documents designate a single point of contact for all communication by vendors during the procurement process. Pre-bid conferences are often used during the solicitation posting to clarify scope and requirements and answer vendor questions. There is a question and answer period listed in the schedule of events section of the solicitation. Following the posting of final answers to the formal Questions and Answers, vendors are given sufficient time to finish preparing their responses. Responses are uniformly due on a specified time and date; responses received after this time and date will not be accepted.

Evaluators are trained, prepared, and sign a non-disclosure and conflict of interest form prior to evaluating the responses. Once vendor responses are received, the Chief Procurement Office conducts an administrative review to ensure all responses have the required sections, signatures, and documents. A HUB review of the HUB Subcontracting Plan (HSP) is conducted along with a financial review. The results of the evaluation are reviewed for discrepancies and a quality control check is completed.

If appropriate, down-selection is made and/or vendor discussions may be conducted. A Request for Revised Offer (RFRO) phase may be entered, where DIR may make revisions to the solicitation and allows the down-selected vendors to submit a Revised Response.

Given the complex nature of some of the DIR procurements, a Due Diligence and/or Integration Sessions phase may be used to allow the vendors an opportunity to understand the complexities and integration points with the other DIR services and solutions.

The negotiations phase is used to address a variety of issues, including but not limited to exceptions, Service Level Agreements (SLAs), licensing agreements, terms and conditions, pricing, contract intricacies, and deliverables. Once negotiations are complete, the SEB and SSA review the final contract documents for approval and if appropriate based on dollar thresholds, the contract is presented to the board for final approval and contract award.

Contract Management

All contracts are entered and managed using DIR's contract management system. Contract managers monitor deliverables, SLAs, reporting, HUB compliance, insurance compliance, and requirement compliance and other contract related documentation requirements within this system. If necessary, the contract manager will conduct scheduled vendor meetings and performance meetings. The contract manager also processes contract amendments and renewals.

Shared Technology Services

The Chief Operations Office (COO), however, is responsible for the day-to-day vendor management of Shared Technology Service contracts. The COO works closely with the contract manager in this effort.

Cooperative Contracts

DIR manages the master cooperative contract and also act an escalation point for customers when there are performance issues. The customer, however, is responsible for managing their individual contract with the cooperative contract vendors.

Contract Reporting

All DIR contracts and amendments over \$1 million are presented to the board for approval.

For Shared Technology Services contracts, DIR is responsible for all reporting required by statute. This includes reporting to the Legislative Budget Board and the Comptroller's Vendor Performance Tracking System (VPTS). DIR does not report on use of cooperative contracts by customers.

HUB reporting is conducted by the HUB program group according to statute and the statewide HUB program rules developed by the Comptroller.

All current contracts are posted on the [DIR website](#).

Annual Procurement Plan

DIR Procurement Services develops the agency procurement plan and presents it to the board for approval each year. This plan is also provided to the Comptroller. Updates to the procurement plan may be required as DIR identifies business needs.

2.7 Department Rules

DIR promulgates new rules or amends or repeals old rules to accomplish its mission as required by statute. This procedure is guided by the [Texas Administrative Procedures Act](#). The rules below can be found in the Texas Administrative Code:

- Chapter 201 [General Administration](#)
- Chapter 202 [Information Security Standards](#)
- Chapter 203 [Management of Electronic Transactions and Signed Records](#)
- Chapter 204 [Interagency Contracts for Information Resources Technologies](#)
- Chapter 205 [Geographic Information Standards](#)
- Chapter 206 [State Websites](#)
- Chapter 207 [Telecommunications Services](#)
- Chapter 209 [Minimum Standards for Meetings Held by Videoconference](#)
- Chapter 210 [State Electronic Internet Portal](#)
- Chapter 211 [Information Resources Managers](#)
- Chapter 212 [Purchases of Commodity Items](#)
- Chapter 213 [Electronic and Information Resources](#)
- Chapter 215 [Statewide Technology Centers for Data and Disaster Recovery Services](#)
- Chapter 216 [Project Management Practices](#)
- Chapter 217 [Procurement of Information Resources](#)

2.8 Current Financials for DIR

To understand DIR's operations and properly execute one's duties as a Board member, all members should review DIR's current financial statements.

DIR's operating budget for the current biennium can be found in the General Appropriations Act available through the [Legislative Budget Board](#). DIR's specific budget can be found in Article I of the General Appropriations Act.

DIR's Annual Financial Report may be accessed through DIR's [website](#).

2.9 Internal Audit

2.9.1 DIR's Internal Audit Division

DIR's Internal Audit division's mission is to assist DIR management by examining and evaluating:

1. The adequacy and effectiveness of the agency's control processes and
2. The quality of operations and services performed in carrying out assigned responsibilities.

Internal Audit provides independent review of the agency, including objective analysis, information, and recommendations for remediation. The division provides any necessary follow-up reviews to ensure that corrective action has been taken and the intended results have been achieved. It also performs an enterprise risk assessment annually, which is used to develop the Board-approved, annual internal audit plan. The Internal Audit director reports to the DIR Board through the Audit and Finance subcommittee, which meets quarterly to discuss internal audit activity.

The division also acts as the liaison between any external auditors and DIR.

DIR-related audit reports may be found on the [DIR website](#).

2.9.2 External Annual Audits

In addition to audits performed by the DIR Internal Audit division, external auditors may be engaged to perform additional audits.

2.10 Additional Resources

[Office of the Governor](#)

- [Governor Abbot's Principles for a Stronger Texas](#)
- [Budget, Planning, and Policy](#)
- [Appointments](#)
- [Press Announcements](#)

[Office of the Attorney General](#)

- [Open Government](#)
- [Open Meetings Handbook](#)
- [Public Information Handbook](#)
- [Administrative Law Handbook](#)

[Texas Ethics Commission](#)

- [Publications and Guides](#)
- [Personal Financial Statement](#)
- [Publications and Guides](#)

[Office of the Secretary of State](#)

- [State Rules and Open Meetings](#)
- [Texas Administrative Code](#)
- [Open Meetings Postings](#)

[Texas Comptroller of Public Accounts](#)

[State Auditor's Office](#)

[Sunset Advisory Commission](#)

[Texas House of Representatives](#)

[Texas Legislature Online](#)

- [Texas Statutes](#)
- [Texas Constitution](#)

[Texas State Senate](#)

Complete [list](#) of Texas State Agencies and Websites

[Texas.gov](#)

[State Capitol Maps and Floor Plans](#)

3.0 Board Subcommittee Charters

Texas.gov Subcommittee Charter

The Texas.gov Subcommittee (Subcommittee) Charter is the formal document that defines the Subcommittee's purpose, authority, and responsibility. It also establishes the Subcommittee's composition, meetings, compliance, and report requirements.

Purpose

The purpose of the Texas.gov Subcommittee (Subcommittee) Charter is to assist the Board of the Department of Information Resources (DIR) in fulfilling its oversight responsibilities. The Subcommittee's oversight responsibilities include:

- Receiving quarterly updates on Texas.gov program
- Providing input on Texas.gov program strategy, fee approval requests, and business cases

Composition

The Subcommittee will consist of at least two and no more than four members of the DIR Board. The DIR Board Chair appoints the Chair and members of the Subcommittee. Each Subcommittee member will be both independent and knowledgeable with respect to Texas.gov portal, payment services, and business operations activities.

Meetings

The Subcommittee will meet at least four times a year. The Subcommittee can add additional meetings with the approval of the Subcommittee Chair and can invite others to attend the meetings to provide pertinent information as necessary. The DIR Board, through the Subcommittee, shall hold non-public meetings with the Digital Government division and is not required to meet with the Digital Government division in an open meeting to discuss issues related to Texas.gov competitive procurements.

Authority

Legal authority for the Subcommittee is found in Texas Government Code, §2054.522 (HB 2472, 83rd Regular Texas Legislature). The Subcommittee is responsible for guidance, review and monitoring the Texas.gov functions and activities. The Subcommittee is authorized to the following:

- Provide program and fee recommendations to the DIR Board for its review, consideration, and approval
- Review all major Texas.gov activities
- Review and advise regarding resolution of any problems, issues, and statutory compliance with regard to Texas.gov activities
- Meet with agency staff and executive leadership as necessary

Duties and Responsibilities

Responsibilities

- Monitor Texas.gov transaction and revenue trends
- Monitor Texas.gov Customer Satisfaction
- Monitor Texas.gov Application Reliability Service Legal Agreement (SLA) performance
- Review and monitor new Texas.gov program highlights

- Provide input on Texas.gov program strategy, fee approval requests, and business cases

Reporting Requirements

- Report to the DIR Board about Subcommittee activities, issues, and any related recommendations regarding the statutory compliance or integrity of Texas.gov activities
- Report to the DIR Board on the performance of the Texas.gov function
- Review any other Texas.gov issues that relate to the Subcommittee responsibilities

Other Responsibilities

- Review and assess the adequacy of the Subcommittee charter periodically, requesting the Board approval for proposed changes, and ensuring appropriate disclosure as may be required by a law or regulation
- Perform other activities related to this charter, as requested by the DIR Board

Communications Technology Services (TEX-AN/CCTS) and Information Security Subcommittee Charter

The Communications Technology Services (TEX-AN/CCTS) and Information Security Subcommittee (Subcommittee) Charter is the formal document that defines the Subcommittee's purpose, authority, and responsibility. It also establishes the Subcommittee's composition, meetings, compliance, and reporting requirements.

Purpose

The purpose of the Communications Technology Services (TEX-AN/CCTS) and Information Security Subcommittee (Subcommittee) Charter is to assist the Board of the Department of Information Resources (DIR) in fulfilling its oversight responsibilities. The Subcommittee's oversight responsibilities include:

- Receiving frequent updates on Telecommunications services
- Receiving frequent updates on information security matters; and
- Monitoring adequacy of resources and personnel for the Communications Technology Services (TEX-AN/CCTS) and Information Security program

Composition

The Subcommittee will consist of at least two and no more than four members of the DIR Board. The DIR Board Chair appoints the Chair and members of the Subcommittee. Each Subcommittee member will be both independent and knowledgeable with respect to cybersecurity, telecommunications, business operations, electronic governance, risk, and compliance matters.

Meetings

The Subcommittee will meet at least four times a year. The Subcommittee can add additional meetings with the approval of the Subcommittee Chair and can invite others to attend the meetings to provide pertinent information as necessary. The DIR Board, through the Subcommittee, shall hold non-public meetings with Communications Technology Services (TEX-AN/CCTS) and Information Security division staff and is not required to meet with Communications Technology Services (TEX-AN/CCTS) and Information Security divisions in an open meeting to discuss issues related to DIR competitive procurements.

Authority

Legal authority for the Subcommittee is found in Texas Government Code § 2054.522. The Subcommittee is responsible for guidance, review, and monitoring the Communications Technology Services (TEX-AN/CCTS) and Information Security functions and activities. The Subcommittee is authorized to do the following:

- Provide program recommendations to the DIR Board for its review, consideration, and approval
- Review all major Communications Technology Services (TEX-AN/CCTS) and Information Security activities
- Review and advise DIR Staff regarding any problems, issues, and statutory compliance with regard to Communications Technology Services (TEX-AN/CCTS) and Information Security activities
- Meet with agency staff and Executive Leadership as necessary

Duties and Responsibilities

Communications Technology Services Responsibilities

- Review TEX-AN and CCTS Network upgrades
- Review Capitol Complex VoIP Conversion progress and activities
- Monitor TEX-AN and CCTS customers and purchases

Information Security Responsibilities

- Monitor statewide information security program assessments and participation
- Review progress with respect to Security Assessments
- Monitor Infosec Academy activities
- Monitor eGRC tool implementation activities

Reporting Requirements

- Report to the DIR Board about Subcommittee activities, issues, and any related recommendations regarding the statutory compliance or integrity of Communications Technology Services (TEX-AN/CCTS) and Information Security activities
- Report to the DIR Board on the performance and adequacy of resources of the Communications Technology Services (TEX-AN/CCTS) and Information Security function
- Review any other Communications Technology Services (TEX-AN/CCTS) and Information Security issues that relate to the Subcommittee responsibilities

Other Responsibilities

- Review and assess the adequacy of the Subcommittee charter periodically, requesting the Board approval for proposed changes and ensuring appropriate disclosure as may be required by a law or regulation
- Perform other activities related to this charter as requested by the DIR Board

Finance and Audit Subcommittee Charter

The Finance and Audit Subcommittee (Subcommittee) Charter is the formal document that defines the Subcommittee's purpose, authority, and responsibility. It also establishes the Subcommittee's composition, meetings, compliance, and reporting requirements.

Purpose

The purpose of the Finance and Audit Subcommittee (Subcommittee) Charter is to assist the Board of the Department of Information Resources (DIR) in fulfilling its oversight responsibilities. The Subcommittee's oversight responsibilities include:

- The reliability, integrity, and security of operational and financial information
- The effectiveness of the agency's risk management and internal controls
- DIR's compliance with state laws, regulations, and contracts
- DIR's ethics objectives, programs, and activities
- The performance of the Chief Financial Office and the Internal Audit function
- The adequacy of resources and independence of the Internal Audit function

Composition

The Subcommittee will consist of at least two and not more than three members of the DIR Board. The DIR Board Chair appoints the Chair and members of the Subcommittee. Each Subcommittee member will be both independent and financially literate.

Meetings

The Subcommittee will meet at least four times a year. The Subcommittee can add additional meetings with the approval of the Subcommittee Chair and can invite others to attend the meetings to provide pertinent information as necessary. The DIR Board, through the Subcommittee, shall hold non-public meetings with Internal Audit and is not required to meet with Internal Audit in an open meeting to discuss issues related to fraudulent conduct. If necessary, the Subcommittee may meet in private with Internal Audit without the presence of any DIR Staff

Authority

The Subcommittee is responsible for implementing and monitoring the DIR Internal Audit function and for reviewing DIR's financial statements and budget. The Subcommittee can authorize investigations into any matters within its scope of responsibility. The Subcommittee is authorized for the following:

- Recommend audit policies and procedures to the DIR Board for its review, consideration, and approval
- The appointment, compensation, and oversight of the work of any external accounting or auditing firm
- The scope of audit services of the Internal Audit function
- The use of independent counsel or other advisors as deemed necessary to carry out the DIR Board's audit duties
- The resolution of any disagreements between DIR Executive Leadership and Internal Audit
- Approval of the Internal Audit charter, annual plan, annual report, and all audit or investigative reports

- Meet with agency staff, Executive Leadership, Internal Audit, external auditors, or outside counsel, as necessary

Duties and Responsibilities

Financial Statements

- Review significant accounting and reporting issues and understand their impact on the financial statements
- Review financial statements and consider whether they are complete and consistent with information known to Subcommittee members
- Review DIR's annual operating budget request and proposed fees prior to submission to the DIR Board for approval
- Review DIR's legislative appropriations request prior to submission to the DIR Board for approval
- Review proposed budget amendment prior to submission to the DIR Board for approval

Internal Control

- Consider the effectiveness of the agency's internal control system, including information technology and security
- Understand the scope of internal and external auditor's review of internal control over financial reporting and obtain reports on significant issues and recommendations, together with Executive Leadership's responses

Internal Audit

- Review with DIR Executive Leadership and approve Internal Audit resources (budget and staffing levels) to ensure that significant risks identified in the Internal Audit annual risk assessment are adequately covered within a reasonable period
- Ensure there are no unjustified restrictions or scope limitations
- Review and concur in the evaluation, appointment, compensation, or removal of the Director of Internal Audit
- Review the performance and effectiveness of the Internal Audit function, including conformance with required auditing standards, auditing law, and code of ethics
- Meet privately on a regular basis with the Director of Internal Audit to discuss any matters that the Subcommittee of the Director of Internal Audit believes should be discussed privately
- Meet in a closed setting with the Director of Internal Audit to discuss issues related to fraudulent conduct
- Review with DIR Executive Leadership and approve the Internal Audit charter, annual plan, major changes to the annual plan, annual report and other audit or investigative reports
- Ensure the independence of the Internal Audit function

External Audit

- Review the external auditors' proposed audit scope and approach, including coordination of audit effort with Internal Audit

Compliance

- Review the effectiveness of the system for monitoring compliance with laws, regulations, contracts, and the results of Executive Leadership’s investigations and follow-up of any instances of non-compliance
- Review the findings of any examinations by regulatory agencies and any auditor observations
- Obtain regular updates from the DIR General Counsel regarding compliance matters

Reporting Requirements

- Report to the DIR Board about Subcommittee activities, issues, and any related recommendations regarding the quality and integrity of the agency’s financial statements and compliance with regulatory requirements
- Report to the DIR Board on the performance, independence, and adequacy of resources of the Internal Audit function
- Review any other reports DIR issues that relate to the Subcommittee responsibilities

Other Responsibilities

- Request and oversee special investigations as needed
- Review and assess the adequacy of the Subcommittee charter periodically, requesting the Board approval for proposed changes, and ensuring appropriate disclosure as may be required by law or regulation
- Perform other activities related to this charter, as requested by the Board

Procurement & Contracting Subcommittee Charter

The Procurement & Contracting Subcommittee (Subcommittee) Charter is the formal document that defines the Subcommittee's purpose, authority, and responsibility. It also establishes the Subcommittee's composition, meetings, compliance, and reporting requirements.

Purpose

The purpose of the Procurement & Contracting Subcommittee (Subcommittee) Charter is to assist the Board of the Department of Information Resources (DIR) in fulfilling its oversight responsibilities. The Subcommittee's oversight responsibilities include:

- Provide guidance related to procurement and contracting matters, including but not limited to overall procurement and contracting strategy, vendor and contract management, Enterprise (Shared Services) Contracts, Cooperative Contracts program, and the Agency's HUB program
- Ensure the statutory reliability and integrity of the agency's procurement program
- Promote the effectiveness of the agency's procurement checks and balances
- Ensure DIR's compliance with state procurement laws, regulations, and contracts
- Direct DIR's procurement ethics objectives, programs, and activities
- Evaluate the adequacy of resources and personnel for the contracting function
- Assure all legislative directives and objectives regarding contracting for the agency are implemented
- Monitor all DIR major outsourced contracts

Composition

The Subcommittee will consist of at least two and not more than four members of the DIR Board. The DIR Board Chair appoints the Chair and members of the Subcommittee. Each Subcommittee member will be both independent and knowledgeable with respect to State contracting practices.

Meetings

The Subcommittee will meet at least four times a year. The Subcommittee can add additional meetings with the approval of the Subcommittee Chair and can invite others to attend the meetings to provide pertinent information as necessary. The DIR Board, through the Subcommittee, shall hold non-public meetings with the Chief Procurement Office and is not required to meet with the Chief Procurement Office in an open meeting to discuss issues related to DIR competitive procurements.

Authority

Legal authority for the Subcommittee is general authority. The Subcommittee is responsible for guidance, review and monitoring the DIR Contracting function, and for reviewing DIR's Cooperative and Enterprise Contracting initiatives. The Subcommittee is authorized to do the following:

- Recommend Contracting policies and procedures to the DIR Board for its review, consideration, and approval
- Review of all major DIR procurement activities
- Monitor and advise regarding DIR's HUB program and goals

- Review and advise DIR staff regarding any problems, issues, or statutory compliance with regard to major DIR procurements
- Recommend action on the DIR Annual Procurement Plan
- Meet with agency staff and Executive Leadership as necessary

Duties and Responsibilities

Cooperative Contracts

- Review significant cooperative contracts issues, including prospective amendments, and understand their impact on the Annual Procurement Plan
- Review major procurements and consider whether they are complete and consistent with information known to Subcommittee members
- Review DIR Cooperative Contracts executive over the past quarter

Enterprise Contracts

- Review significant Enterprise Contracts issues, including prospective amendments, and understand their impact on the Annual Procurement Plan
- Review major procurements and consider whether they are complete and consistent with information known to Subcommittee members
- Review DIR Enterprise Contracts executed over the past quarter

HUB Program

- Review the performance and effectiveness of the DIR HUB function, including conformance with current required HUB standards

Procurement Plan

- Advise and monitor issues with respect to the DIR Annual Procurement Plan

Reporting Requirements

- Report to the DIR Board about Subcommittee activities, issues, and any related recommendations regarding the statutory compliance or integrity of the agency's procurement activities
- Report to the DIR Board on the performance and adequacy of resources of the Contracting function
- Review any other DIR procurement issues that relate to the Subcommittee responsibilities

Other Responsibilities

- Monitor agency contracting audits as needed
- Review and assess the adequacy of the Subcommittee charter periodically, requesting the Board approval for proposed changes, and ensuring appropriate disclosure as may be required by law or regulation
- Perform other activities related to this charter, as requested by the DIR Board

Statewide Technology Services Subcommittee Charter

The Statewide Technology Services Subcommittee (Subcommittee) Charter is the formal document that defines the Subcommittee's purpose, authority, and responsibility. It also establishes the Subcommittee's composition, meetings, compliance, and reporting requirements.

Purpose

The purpose of the Statewide Technology Services Subcommittee (Subcommittee) Charter is to assist the Board of the Department of Information Resources (DIR) in fulfilling its oversight responsibilities. The Subcommittee's oversight responsibilities include:

- Receive routine updates on DIR's Statewide Technology Services including Data Center Services, Managed Application Services, and Managed Security Services programs
- Monitor adequacy of resources and personnel for DIR's Statewide Technology Services programs
- Composition

The Subcommittee will consist of at least two and no more than four members of the DIR Board. The DIR Board Chair appoints the Chair and members of the Subcommittee. Each Subcommittee member will be both independent and knowledgeable with respect to shared technology services or business operations.

Meetings

The Subcommittee will meet at least four times a year. The Subcommittee can add additional meetings with the approval of the Subcommittee Chair and can invite others to attend the meetings to provide pertinent information as necessary. The DIR Board, through the Subcommittee, shall hold non-public meetings with Statewide Technology Services and is not required to meet with Statewide Technology Services in an open meeting to discuss issues related to DIR competitive procurements.

Authority

Legal authority for the Subcommittee is found in Texas Government Code § 2054.522 (HB 2472, 83rd Regular Texas Legislature). The Subcommittee is responsible for guidance, review and monitoring the DIR Statewide Technology Services functions and activities Subcommittee is authorized to the following:

- Provide program recommendations to the DIR Board for its review, consideration, and approval
- Review and advise regarding all major DIR Statewide Technology Services activities
- Decide any problems, issues, and statutory compliance with regard to Statewide Technology Services activities
- Meet with agency staff and Executive Leadership as necessary

Duties and Responsibilities

Responsibilities

- Monitor Statewide Technology Services Performance
- Gauge Statewide Technology Services Customer Satisfaction
- Review Statewide Technology Services Consolidation Activities

Reporting Requirements

- Report to the DIR Board about Subcommittee activities, issues, and any related recommendations regarding the statutory compliance or integrity of Statewide Technology Services activities
- Report to the DIR Board on the performance and adequacy of resources of the Statewide Technology Services function
- Review any other DIR Statewide Technology Services issues that relate to the Subcommittee responsibilities

Other Responsibilities

- Review and assess the adequacy of the Subcommittee charter periodically, requesting the Board approval for proposed changes, and ensuring appropriate disclosure as may be required by law or regulation
- Perform other activities related to this charter, as requested by the DIR Board

Strategic Oversight Subcommittee Charter

The Strategic Oversight Subcommittee (Subcommittee) Charter is the formal document that defines the Subcommittee's purpose, authority, and responsibility. It also establishes the Subcommittee's composition, meetings, compliance, and reporting requirements.

Purpose

The purpose of the Strategic Oversight Subcommittee (Subcommittee) Charter is to assist the Board of the Department of Information Resources (DIR) in fulfilling its oversight responsibilities. The Subcommittee's oversight responsibilities include:

- Reviewing strategic oversight to the Agency
- Receiving frequent updates on Strategic Oversight matters
- Monitoring adequacy of resources and personnel for Strategic Oversight activities

Composition

The Subcommittee will consist of at least two and not more than four members of the DIR Board. The DIR Board Chair appoints the Chair and members of the Subcommittee. Each Subcommittee member will be both independent and knowledgeable with respect to information technology or business operations matters.

Meetings

The Subcommittee will meet at least four times a year. The Subcommittee can add additional meetings with the approval of the Subcommittee Chair and can invite others to attend the meetings to provide pertinent information as necessary. The DIR Board, through the Subcommittee, shall hold non-public meetings with the Chief Technology Office or the Statewide Data Office and is not required to meet with the Chief Technology Office or the Statewide Data Office in an open meeting to discuss issues related to DIR competitive procurements.

Authority

Legal authority for the Subcommittee is found in Texas Government Code, § 2054.041. The Subcommittee is responsible for guidance, review and monitoring the DIR Chief Technology Office functions and activities. Subcommittee is authorized to the following:

- Provide recommendations to the DIR Board regarding its strategic direction for the department
- Review and evaluate new initiatives for, or categories of, services offered by the department
- Regularly evaluate the extent to which the department fulfills the department's information resources technology mission by providing cost-effective services and meeting customer needs
- Regularly evaluate department operations, including an evaluation of analytical data and information regarding trends in department revenue and expenses, as well as performance information
- Meet with agency staff and Executive Leadership as necessary

Duties and Responsibilities

Responsibilities

- Monitor statewide IT expenditures

- Legislative recommendations
- Monitor strategic goals progression

Reporting Requirements

- Biennial Performance Report
- Report to the DIR Board about Subcommittee activities, issues, and any related recommendations regarding Strategic Oversight activities
- Report to the DIR Board on the performance and adequacy of resources of the Chief Technology Office or the Statewide Data Office functions
- Review any other Strategic Oversight issues that relate to the Subcommittee responsibilities

Other Responsibilities

- Review and assess the adequacy of the Subcommittee charter periodically, requesting the Board approval for proposed changes, and ensuring appropriate disclosures as may be required by law or regulation
- Perform other activities related to this charter, as requested by the DIR Board