Government Efficiency and Accountability Review (GEAR)

GEAR06 Board Meeting

January 9th 2018

https://gear.delaware.gov/
Agenda

1. Introductions
2. 2018 Opening Comments by Secretary Geisenberger
3. Old Business
   • Review/approve minutes
   • 2018 GEAR Board meeting schedule
   • GEAR team update
4. New business
   • Simplified Progress Reporting
5. Deep Dive
   • DTI Centralization Project
   • Opportunities in Education
6. Open Topics discussion -- Board
7. Public Comment
8. Adjourn
Opening Comments

Opening comments by Sec. Geisenberger
Old Business

Review/Approve Minutes from prior Board meeting
Old Business

2018 GEAR Board Schedule

Tuesday, January 9, 2018
10:00 a.m. to 12:00 p.m.
New Castle County

Wednesday, March 14, 2018
8:00 a.m. to 10:00 a.m.
Dover

Tuesday, May 15, 2018
10:00 a.m. to 12:00 p.m.
New Castle County

Wednesday, July 11, 2018
8:00 a.m. to 10:00 a.m.
Dover

Tuesday, September 18, 2018
9:00 a.m. to 11:00 a.m.
New Castle County

Wednesday, November 14, 2018
8:00 a.m. to 10:00 a.m.
Dover
Old Business

GEAR Team Update

- 2017 Annual GEAR report published
- Governor press announcement
- Designed simplified progress tracker ("4-Blocker")
- Teams completed 4-blockers
- Added GEAR News section to web site
- Active in Education Task Force Finance and Structure subcommittees
- Complete pivot of Pew resources to DHSS substance abuse
- Developing GEAR public input management process
Old Business

Employee and Public Input

- 233 responses as of January 5th
- Input reviewed daily for security-related matters
- Process for managing messages of concern agreed with DSHS/DSP
  - DSHS/DSP point-of-contact to serve as Liaison to be assigned
- Will commence routing input to relevant Focus Area teams and/or Agency leads for action
New Business

Simplified Progress Reporting

• New reporting template – the 4-Blocker
  – Simplify progress reporting
  – Minimize rework
  – Identify areas where Board support is required
  – Inform employees and public of GEAR progress

• Submit completed 4-Blocker no less than two days before GEAR Board meeting

• Posted to GEAR website

• Addresses our requirements for transparency
## New Business

### FOCUS AREA NAME

*Mission Statement*

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# New Business

## INFORMATION TECHNOLOGY

### Objectives and Achievements

**Objective:** Development of a Statewide IT Centralization strategy and plan based on a deep analysis of the current state and industry benchmarking by a proven consulting firm.

- This includes: developing baselines for IT expenditures, needs, true cost of ownership, governance, and benchmarking to ensure scalability for sustainability.

**Achievements:** After consulting with other States and evaluating national vendors PSCI/EXCIPIO was selected in late November 2017 followed by the execution of a contract and detailed statement of work.

### In Progress

- Project planning steps, scheduling meetings and identifying appropriate Subject Matter Experts (SME) for the 12-week exercise
- January 8, 2018: Executive Kick-Off
  - DTI Leadership
- January 9, 2018: GEAR presentation and update
- Tentative SME Kick-Off week of January 16th
  - Agency Staff
- Communication plans

### Next Steps (Future Activities)

**Initiate a comprehensive IT assessment in collaboration with PSCI/EXCIPIO and all state agencies:**

**Methodology:**

- Kick-off meetings (Q1, 2018)
- Data collection: compile state IT enterprise info (spend, assets, staff)
- Discovery: on-site interviews (technical, business, financial)
- Analysis: technical, financial evaluation and risk assessment
- Validation: joint review process, strategy, recommendations (Q2, 2018)
- Final Presentation: Exec summary, financial metrics, process & risk management recommendations (Q3, 2018)

**Deliverables:**

- Technology operations current state: review of operations, network, end user services and staffing metrics, current costs and short-term savings/recommendations
- Benchmarking of current state: financial/resource baseline comparison
- Future state strategy recommendations: projected optimization & requirements
- Road Map: strategic high level plan for Future State

### Challenges (Issues and Risks effecting your effort)

- Agency participation during all phases will be crucial to this projects success.
  - Prioritizing time and allocation of resources will require significant coordination.
  - Requires the support and participation of select resources in all State agencies IT and Fiscal roles during the following phases
    - Data Collection
    - Discovery
    - Validation
New Business

- Dedicating second hour of GEAR meeting to an in-depth review of focus area topics
- 1-2 Deep Dive topics per Board meeting
- Emphasis is on developing cross-agency connections and requesting Board assistance
- Today:
  - IT Centralization
  - Education
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2018 Deep Dive Order

*(Proposed – need your input)*

Tuesday, January 9, 2018
Education / Information Technology

Wednesday, July 11, 2018
Information Technology / Human Resources

Wednesday, March 14, 2018
Criminal Justice / Financial Services

Tuesday, September 18, 2018
Education / Financial Services

Tuesday, May 15, 2018
DHSS & Health Care

Wednesday, November 14, 2018
Public/Private Partnerships / DHSS & Healthcare
Deep Dive

IT Centralization
Education
GEAR

• Open topics Discussion – Board

• Public Comment
Adjourn