### INFORMATION TECHNOLOGY

<table>
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<th>Objectives and Achievements</th>
<th>In Progress</th>
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| **Objective:** More effectively leverage Delaware’s Information Technology resources and services by identifying opportunities for standardization, eliminating redundancy, reducing long-term IT costs, and providing enhanced services to Delawareans.  
  o This includes developing a high-level road map to optimize service delivery models, staffing structures, and policies to achieve sustainable IT efficiency, security, and innovation for Delaware.  
**Achievements:** Project kick-off occurred on January 16th with the participation of 44 agencies and over 60 people contributing to the discovery and data collection efforts. In-person interviews began February 26th to provide clarity to the data collected as the vendor begins the in-depth analyses of the State’s IT operations. | **Agency interviews with IT team resources and leadership**  
**Vendor synthetization of data combined with interviews**  
  o Current State Analysis  
**Industry comparisons and benchmarking**  
**Communication plans**  
  o Update on progress sent to Agency Officials |

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<tr>
<th>Next Steps (Future Activities)</th>
<th>Challenges (Issues and Risks effecting your effort)</th>
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| • Future State Road Map  
• Validation  
  o Ensuring Road Map alignment with Enterprise  
• Development and review of deliverables  
• Final presentation Quarter 3 | • Aggressive timeline required Agency participation during all phases as a crucial component to the project’s success.  
  o Prioritizing time and allocation of resources has required significant coordination  
  ▪ Agencies have been very supportive to date  
  ▪ Project is currently on schedule |