## INFORMATION TECHNOLOGY

### Objectives and Achievements

**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.

- 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 and data validation meetings have been conducted.

### In Progress

- Post validation clean-up of data is underway by Agency’s.
- Industry comparisons and benchmarking
- Review of the State’s two primary data centers

### Next Steps (Future Activities)

- Inclusion of clean-up and recirculation of data driven outputs
- Vendor to incorporate data into final recommendation report
- Road Map deliverable
- Final presentation Quarter 3

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

- Absence of an enterprise inventory and asset management solution prolongs data collection with manual effort
- Prioritizing time and allocation of resources has required significant coordination
  - Agencies have been very supportive to date