# 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.

- Leverage data as a strategic asset to make better decisions, target services, reduce spending, and deliver innovative digital government services to all Delawareans.

**Achievements:** Completed assessment with the participation of 44 agencies and over 60 people contributing to the discovery and data collection efforts.

## In Progress

- ✓ Executive summary for senior management
- ✓ Financial metrics (ROI, cash flow statements, NPV, etc.)
- ✓ Process and risk management recommendations

## Next Steps (Future Activities)

- Implement a true shared services model
- Determine the strategy for the data center(s)
- Evaluate and assess new technology strategies
- Implement enterprise vendor management

## Challenges (Issues and Risks effecting your effort)

- Support for investment
- Legislation – Amend Title 29 (if needed)
- Guaranteed return of a percentage of captured savings to the Shared Services entity for continued improvement