

INFORMATION TECHNOLOGY

Objectives and Achievements	In Progress
<p>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.</p> <ul style="list-style-type: none"> ○ Leverage data as a strategic asset to make better decisions, target services, reduce spending, and deliver innovative digital government services to all Delawareans. <p>Achievements: Completed assessment with the participation of 44 agencies and over 60 people contributing to the discovery and data collection efforts.</p>	<ul style="list-style-type: none"> ● IT Service Management Policy and Governance <ul style="list-style-type: none"> ○ Create a governance framework that facilitates the inclusion of the IT organization and State agencies to drive common standards, funding, and project prioritization. ● Organizational Plan for Centralization of Technology Resources <ul style="list-style-type: none"> ○ Develop a plan to centralize and standardize operational support resources and services across all areas of IT. ● Shared Services Model <ul style="list-style-type: none"> ○ A simplified service catalog that is supported by a clean, concise, and transparent cost recovery model.
Next Steps (Future Activities)	Challenges (Issues and Risks effecting your effort)
<ul style="list-style-type: none"> ● Determine the strategy for the data center(s) ● Evaluate and assess new technology strategies ● Implement enterprise vendor management 	<ul style="list-style-type: none"> ● 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