# 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

- **IT Service Management Policy and Governance**
  - 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**
  - Develop a plan to centralize and standardize operational support resources and services across all areas of IT.

- **Shared Services Model**
  - A simplified service catalog that is supported by a clean, concise, and transparent cost recovery model.

## Next Steps (Future Activities)

- 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