INFORMATION TECHNOLOGY - CENTRALIZATION

Objectives and Achievements	In Progress
Objective: The State desires to centralize the IT operational support under a single entity, DTI. The centralization plan will include: • A plan to fund the centralized organization through a combination of budget consolidation, cost savings, consolidate resources. • The plan will make changes to the DTI organizational structure to optimize services and specialize skill sets • A review and rework to standardize the staff titles framework and compensation structure **Achievements**: Analysis of data gathered from 44 participating agencies. Recommendations for a centralized organization plan.	• Development of centralized future state Organizational chart • Development of review of the framework for the new centralized position titles and descriptions • Establish projected timeline for approval of new organization and implementation of changes
Next Steps (Future Activities)	**Challenges (Issues and Risks effecting your effort)**
• Approval of the future state Organizational Chart framework • Approval of position titles framework • Review and approval of projected timeline for new organization, along with assigned tasks and deadlines • Share, review and coordinate the new HR framework with the state's central HR team	• Legislative changes - Amendment to Title 29

Objectives and Achievements	In Progress
Objective: The State desires to develop a new strategy to procure and manage end user computer devices. • Develop and publish standard system configurations • Implement a consumption-based pricing model for devices as well as removing the ownership of the devices • Convert expenditures for devices from CAPEX to OPEX • Streamline the procurement and replacement process for defective units Achievements: • Completed review with Central Procurement	• Financial analysis of Desktop as a Service pricing model compared to traditional purchase pricing model • Review and identify potential purchasing platform for Desktop as a Service
Next Steps (Future Activities)	**Challenges (Issues and Risks effecting your effort)**
• Vendor meeting on January 24th – Overview of Desktop as a Service program for states. • Development of requirements for potential RFP	• Pending budget requests from agencies to replace devices that need to be upgraded to Windows 10

INFORMATION TECHNOLOGY – IT POLICY AND GOVERNANCE

Objectives and Achievements	**In Progress**

Objective: The State desires to centralize the various IT silos in the State, eliminate unnecessary spending, and improve inter-agency teamwork.
 	
• Improved communication and transparency between the agencies and DTI.
• Develop and implement standard IT policies, support processes, and IT architecture across the State.
• Create a governance framework that facilitates the inclusion of DTI and State agencies to drive common standards, funding and project prioritization.
 	
Achievements:
	• Data gathering – On site interviews to gather current state governance information.
	• Review, organize, and compare data to facilitate comparisons with the future state model in the following areas:
	    ○ Governance scope
	    ○ Areas of authority and responsibility compared to best practice
	    ○ Processes
	    ○ Agency interaction
	• Map the current state model to five governance domains to facilitate comparison with industry standards and desired state goals.

Next Steps (Future Activities)	**Challenges (Issues and Risks effecting your effort)**
• Map current processes to the general processes defined within five governance domain areas. • Identify the critical processes that will be instrumental in achieving the future state model to assist in prioritizing the optimization efforts. • Create a foundation for the COBIT goals cascade (or similar structure) used to transform Stakeholder needs into enterprise actionable activities.	• None to report currently

INFORMATION TECHNOLOGY – SHARED SERVICES

Objectives and Achievements	In Progress

Objective: The State desires to centralize the IT operational support by developing and implementing a new Shared Services Model.
• Centralize and standardize all service desks
• Standardize and document service delivery solutions; (defined services, service level agreements (SLAs) or operations level agreement (OLA's), operating metrics, etc.)
• Produce and maintain a simplified service catalog supported by a concise and transparent cost recovery model.
 	
Achievements:
	• Obtain and analyze current Service Catalog
	• Review ServiceNow Service Catalog functionality
	• Complete interviews with service owners for each discipline included in the Service Catalog to establish a baseline.
	• Review financials including:
	  o Costing Model
	  o Rate Structure
	  o Chargeback Method
	  o Cost Codes/Categories/Chart of Accounts

Next Steps (Future Activities)	**Challenges (Issues and Risks effecting your effort)**
• Develop updated Service Catalog for centralized and shared services • Create new costing model framework to establish a rate structure that is transparent, easy to understand, and defensible with agencies and compliance auditors • Assessment of ServiceNow to ensure the centralized and shared services can be processed efficiently • Develop standardized Statements of Work and Service Level Agreements in accordance with the cost recovery model and newly-defined Service Catalog offerings.	• None to report currently

INFORMATION TECHNOLOGY – VENDOR MANAGEMENT

Objectives and Achievements	In Progress
Objective: The State desires to create a centralized vendor management capability to accomplish specific objectives. • Centralize and reduce the number of IT contracts • Proactively manage software licensing to eliminate waste and duplication of licensing • Partner with vendors to identify and realize cost savings strategies through contract restructuring or change in services • Develop IT specific procurement staff knowledgeable of the unique aspects of IT procurement. Achievements: • Completed onboarding and process review meeting with Central Procurement.	• Data Collection; Contract and Vendor documentation for DTI and Central Procurement • Obtain and analyze IT Financial Spend for FY2018 • Establish list of Tiered Vendors based on annual spend; Tier 1 ($500K+), Tier 2 ($250K to $500K), and Tier 3 (Under $250K) • Create Contract Management Portal to manage contract documents, costs, renewal dates, and software license management.
Next Steps (Future Activities)	**Challenges (Issues and Risks effecting your effort)**
• Review of contract documents; Tier 1 and Tier 2 • Assist in upcoming renewals; Less than 90 days • Complete vendor meetings for Tier 1 Vendors	• None to report currently