

State of Ohio's IT Optimization Update

Business Partner Briefing
September 2014

- Welcome – Stu Davis
- IT Optimization Results – Stu Davis
- FY15 Focus Areas & Future Work
 - Ohio’s Private Cloud – Data Center Operations – Spencer Wood
 - Shared Solutions – Enterprise Applications – Deven Mehta
 - Online Services – Deven Mehta, Eric Frick and Derek Bridges
 - IT Security – John McCarty
 - Enterprise Contracts – Dan Orr
- Questions



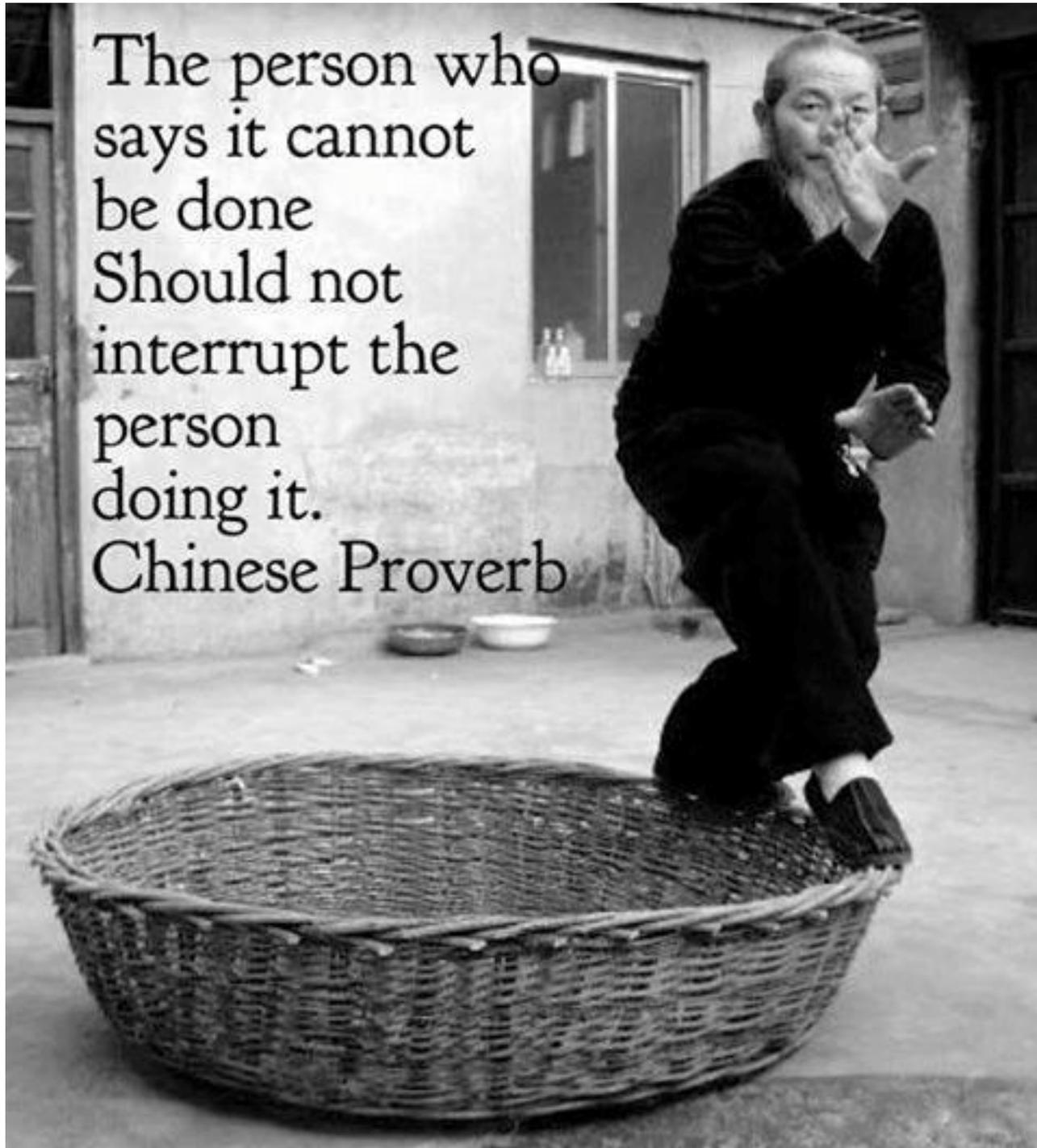
IT Optimization

Increase Efficiency, Improve Service
Reduce Complexity, Realize Savings

Driving Business Value
Status Update 2014

OhioDAS | Office of
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Service · Support · Solutions

The person who
says it cannot
be done
Should not
interrupt the
person
doing it.
Chinese Proverb



- Increasing Efficiency
- Improving Service
- Reducing Complexity
- Realizing Savings





IT Optimization 2014 Accomplishments

- SOCC Remediation
- Ohio Benefits Integrated Eligibility
- Voice over IP (VoIP)
- OAKS
- Desktop/Productivity
- Enterprise e-mail
- Mobile Device Management
- MARCS
- Security
- Ohio Private Cloud

*“It doesn’t
matter
where you are
coming from.
All that matters
is where
you are going.”*



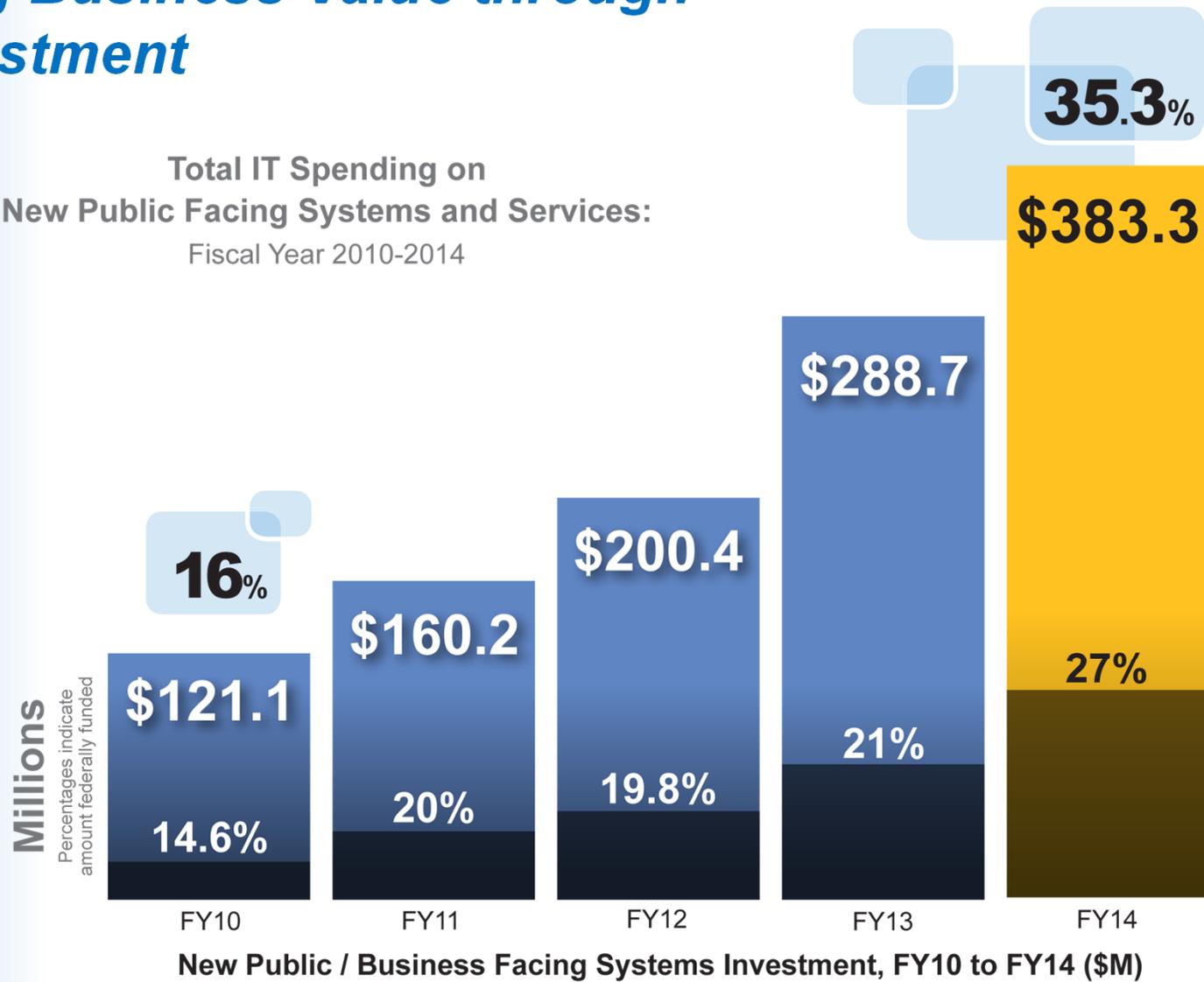
Refocusing IT Spending On:

- Medicaid Expansion:
Integrated Eligibility
- Education, Race to the Top
- Public Safety Title
Processing Systems
- Tax STARS Program
- SOCC Remediation
- Lottery
- Ohio Business Gateway
- Commerce Liquor
Management System
- Bureau of Workers
Compensation Core
System
- Various ODJFS Public
Assistance Programs



Driving Business Value through IT Investment

Total IT Spending on
New Public Facing Systems and Services:
Fiscal Year 2010-2014



Reducing IT Complexity

4

Megawatt increase in available power at the SOCC to support agency computing consolidation, a 15-fold increase in Fiscal Year 2014;

1

State agency computing location in the building, down from 17;

3

Agencies that will close data centers in Fiscal Year 2015 and move operations to the SOCC;

19

Agencies that will complete their migration to the State's private cloud in Fiscal Year 2015;

\$19.4

Million dollar cost reduction in annual hardware purchases and maintenance statewide as a result of consolidation.



Annual Direct Spend



Protecting Ohio's IT Data and Privacy

5,120,900

Attempts by intruders detected and prevented by State security systems.

17

Dedicated IT security staff responsible for monitoring, policies and oversight.

5

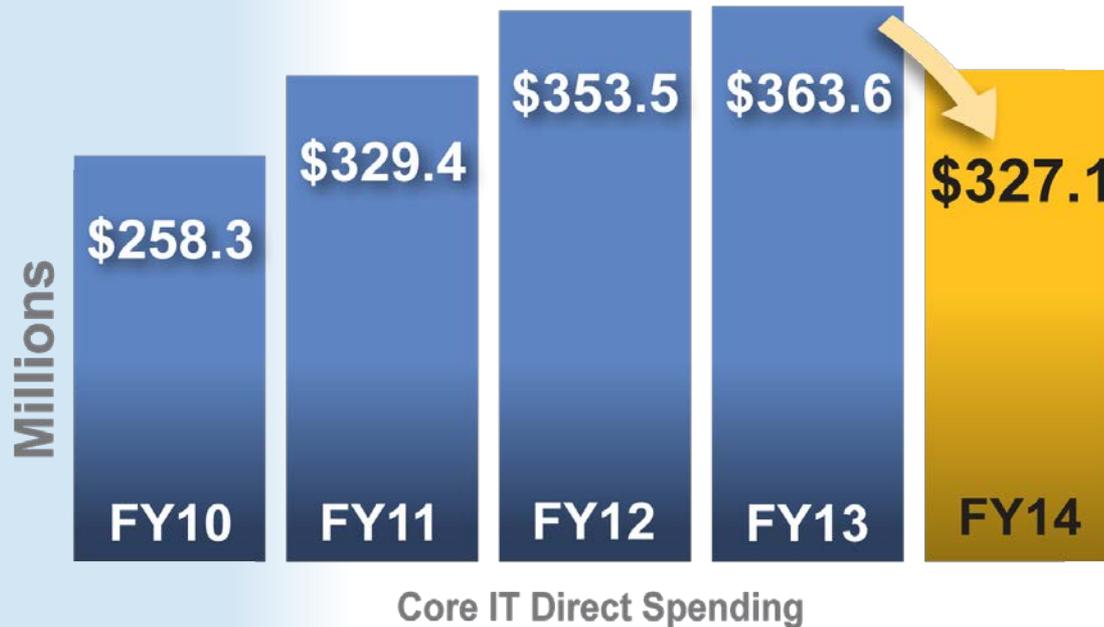
Virus and malware detection programs implemented in statewide agencies across 55,000 desktops and 9,000 servers.

1

Fiscal Year 2015 target: number of threat identification and prevention solutions centrally administered and managed.

Realizing Ohio's IT Savings

Spending Reductions Over Pre-IT Optimization Levels



IT Optimization Cost Savings
Fiscal Year 2010-2014

-44.8%

Core IT
Hardware Spend

-65.9%

Hardware Repairs
and Maintenance

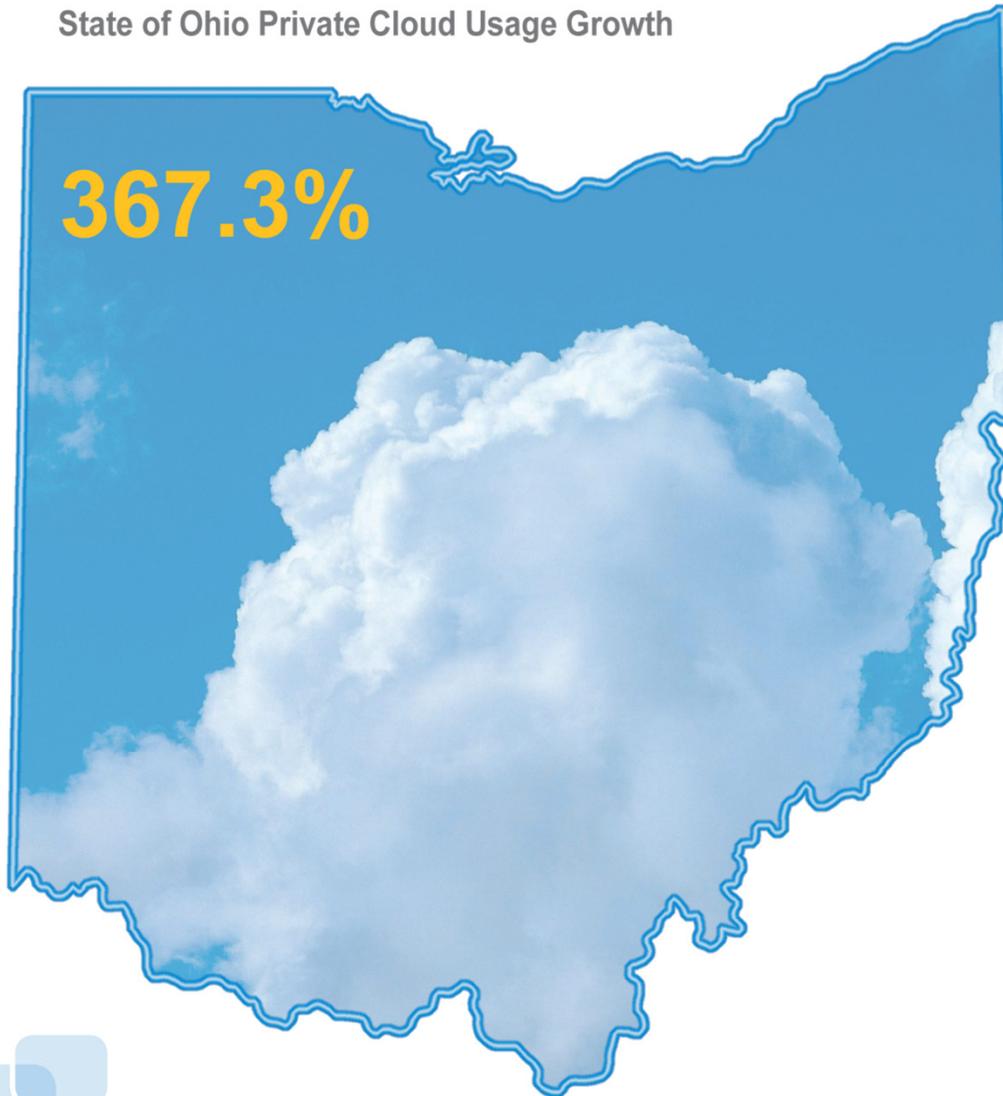
-64.4%

Mainframe
Computing

-11.5%

Distributed
Computing Software

State of Ohio Private Cloud Usage Growth



State of Ohio Cloud Adoption

86%

Cloud Staffing from
DAS External Agencies

2.03

Petabytes of Storage

*1 Petabyte holds approximately
20 million four drawer filing
cabinet full of text.*

0.870

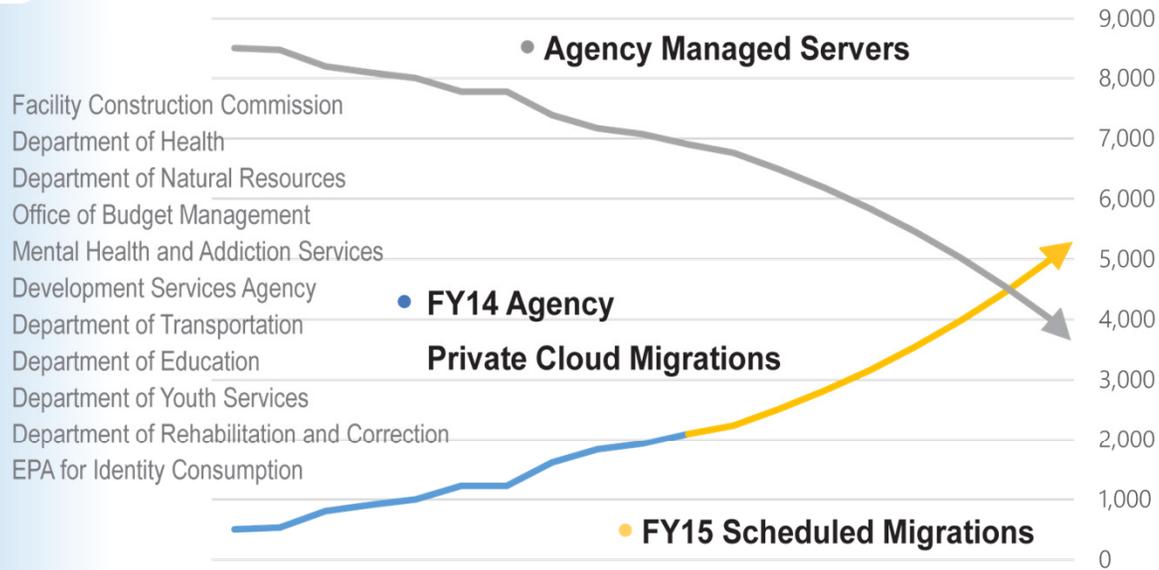
Petabytes
(Backup Service)

20.7:1

Virtual to Physical
Server Ratio

Increasing IT Efficiency

State of Ohio Cloud Adoption: Migrations



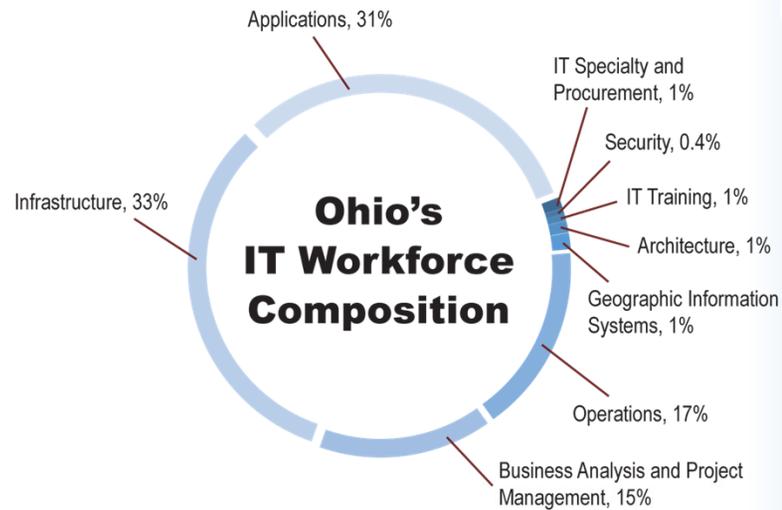
Ohio Department of Job and Family Services
 Department of Transportation
 Department of Taxation
 Department of Public Safety
 Bureau of Workers Compensation

Public Utilities Commission
 Department of Commerce
 Department of Developmental Disabilities
 Ohio Office of Development



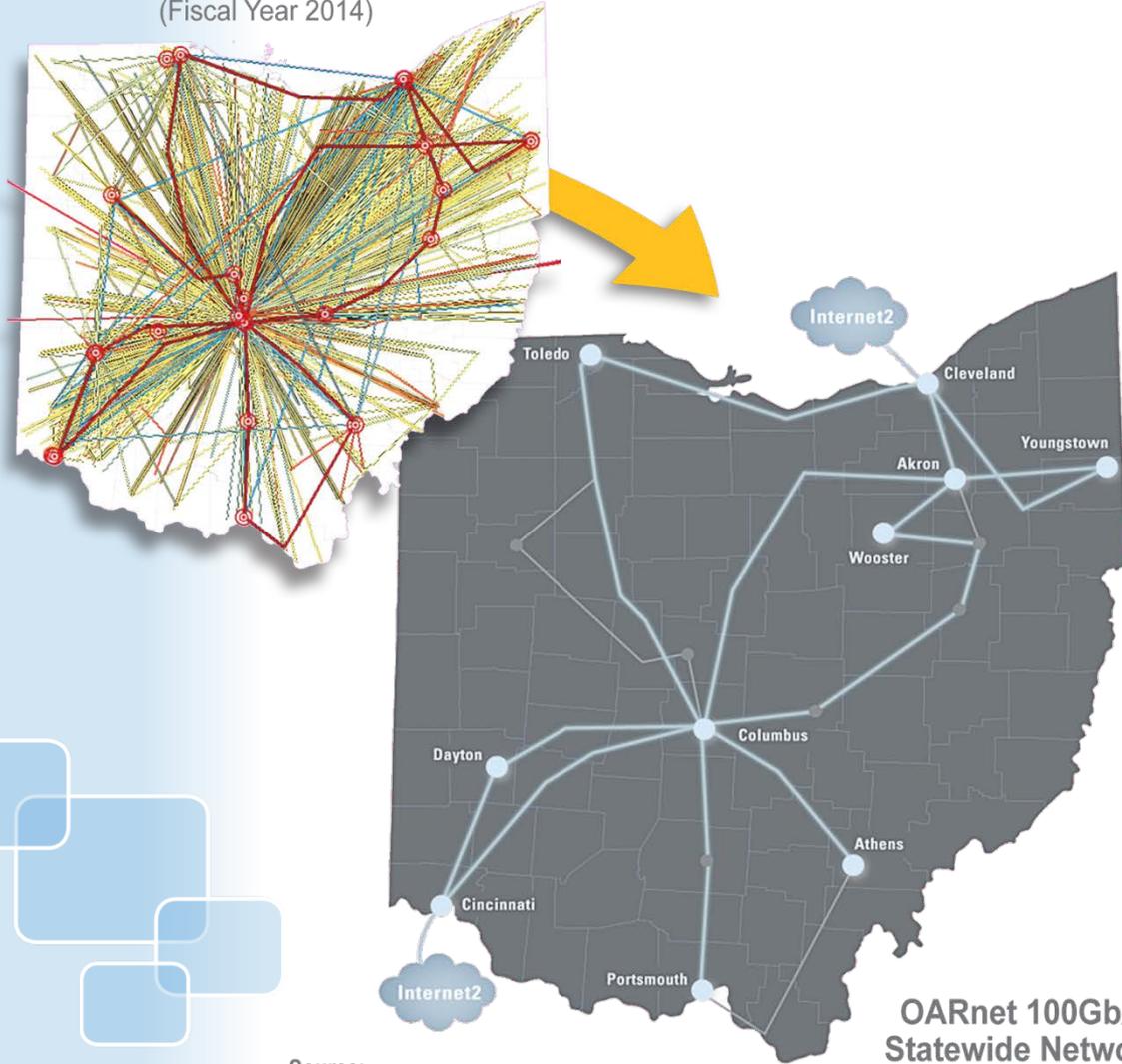
Transforming Ohio's IT Workforce

Ohio's IT Workforce Statistics End of Fiscal Year 2014



Non-Optimized State Networks

(Fiscal Year 2014)



Source:
OARnet

Driving Savings
through Optimized
Network Services

25%

IT Optimization Savings Target:
Circuit Costs, Equipment,
Repairs/Maintenance

9,600

Managed
Network Devices

\$54M+

FY14 Network Spend

3,700

Core Network Circuits

2,550

Locations Served

Consolidating Ohio's IT Assets

Ohio One Network Key Milestones

FY14

- OARnet 100Gb/s Upgrade
- SOCC Network Consolidation (19 Agencies)
- Statewide Multi-Tenant Circuit Aggregation Analysis
- Migration to VoIP Services Commences

FY15

- Savings/Consolidation Targets Identified
- Metro Columbus Network Consolidation
- Statewide Migration to Ohio One Network Commences





Leveraging IT Assets for Public Good

- \$90 million MARCS upgrade approved starting FY13
- First phase 1 year ahead of schedule
- \$5 million allocated for MARCS-In-Schools initiative
- Broadband implemented in rural areas



State of Ohio's IT Direction



Technology Board/IT Leadership



“Far and away the best prize that life offers is the chance to work hard at work worth doing”

Theodore Roosevelt

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Office of
Information Technology

das.ohio.gov/ittransformation

John R. Kasich, Governor
Robert Blair, Director
Stu Davis, CIO

Ohio's Private Cloud Data Center Operations

- SOCC Remediation - Complete
 - Cleared out all “office” storage on 1st floor
 - Completed migration of State Staff and remediated 2nd floor
 - Increased the power capacity for the building
 - Removed walls and repositioned CRACs and PDUs
 - Migrated Ohio SuperComputer Center to separate power source (freeing up 25% of power)
 - Added an additional protected power system
 - Increased emergency power capacity
 - Added three new diesel generators to infrastructure support system
 - Constructed a new generator building to house up to five generators
 - Created a way to add fuel during an emergency situation without shutting down the generators
 - Repurposed 3rd floor to provide co-location services for higher ed and local government

- Server Administration
 - Virtualization expansion
 - Providing Windows and Unix (AIX/Linux) Server Services
- Storage Management
 - Providing Storage and Backup Service Management
 - Virtualization expansion
- Mainframe
 - Management of the Mainframe Environment
- We will be managing the following services inside the Private Cloud:
 - Hardware Management
 - Operating Systems & Components
- We will NOT be managing agency applications running in the Private Cloud.
- External data center migrations

- **Server Migrations**
 - added over 1,500 physical environments
 - Environmental Protection Agency (relocated all systems)
 - EPA for Identity Consumption (1,300 desktops)
 - Facility Construction Commission (33 servers)
 - Department of Health (273 servers)
 - Department of Natural Resources (103 servers)
 - Office of Budget and Management (88 servers)
 - Mental Health and Addiction Services (225 servers)
 - Development Services Agency (4 servers)
 - Department of Education (225 servers)
 - Department of Youth Services (102 servers)
 - Department of Transportation (389 servers)
 - Department of Rehabilitation and Corrections (94 servers)
 - Department of Job & Family Services (73 servers)
 - Quadrupled VM images from 579 to 2,908 images

- Storage Migration and Management
 - Grown from 1 PB to 2 PB over last year
 - Anticipating growth to 4 PB over the next 3 years
- IT Service Management tools deployment
 - ServiceNow
 - Service Automation and Management tools
- Disaster Recovery Services
 - SOCC as a 2nd Site
 - Agency DR Requirements gathered
 - DR as a Service RFP on the street
- Network – Ohio One Network
 - IP Address Resolution
 - WAN Consolidation/Aggregation
 - Connectivity – blended learning, underserved/unserved

Shared Solutions Enterprise Applications

Starting October 1, 2013, applications for Medicaid were accepted through the Ohio Integrated Eligibility system. As of today, these are the available numbers of cases that have been processed.

Case Processing Statistics



**OHIOANS HAVE BEEN
CONNECTED TO MEDICAID**

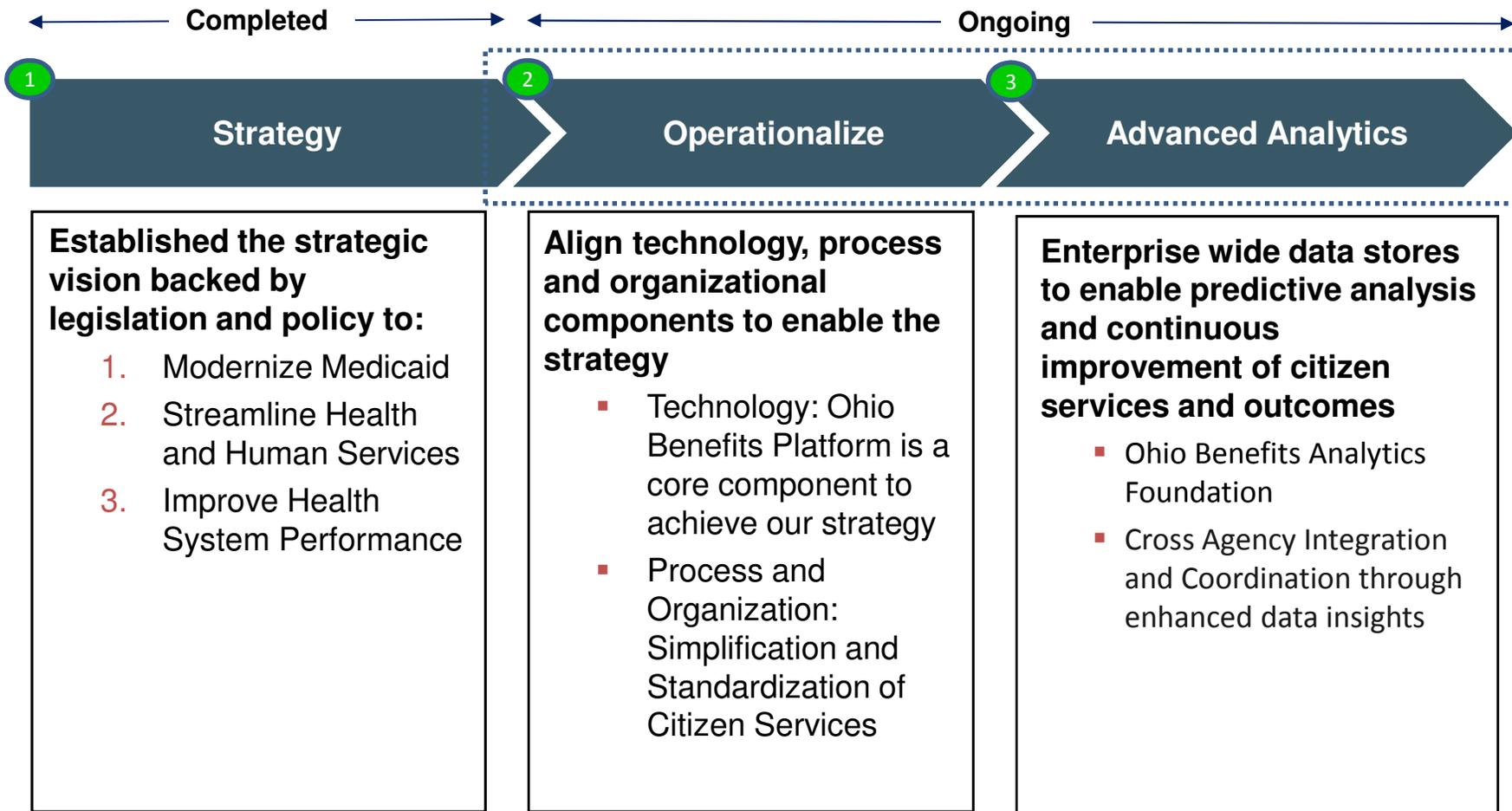


**THOUSAND
NEWLY
ELIGIBLE**
MEDICAID RECIPIENTS AS A
RESULT OF THE DECISION
TO EXTEND MEDICAID

Ohio Benefits is key to Operationalize the Strategy



The Ohio Benefits Solution provides a platform for Ohio to achieve its transformation.



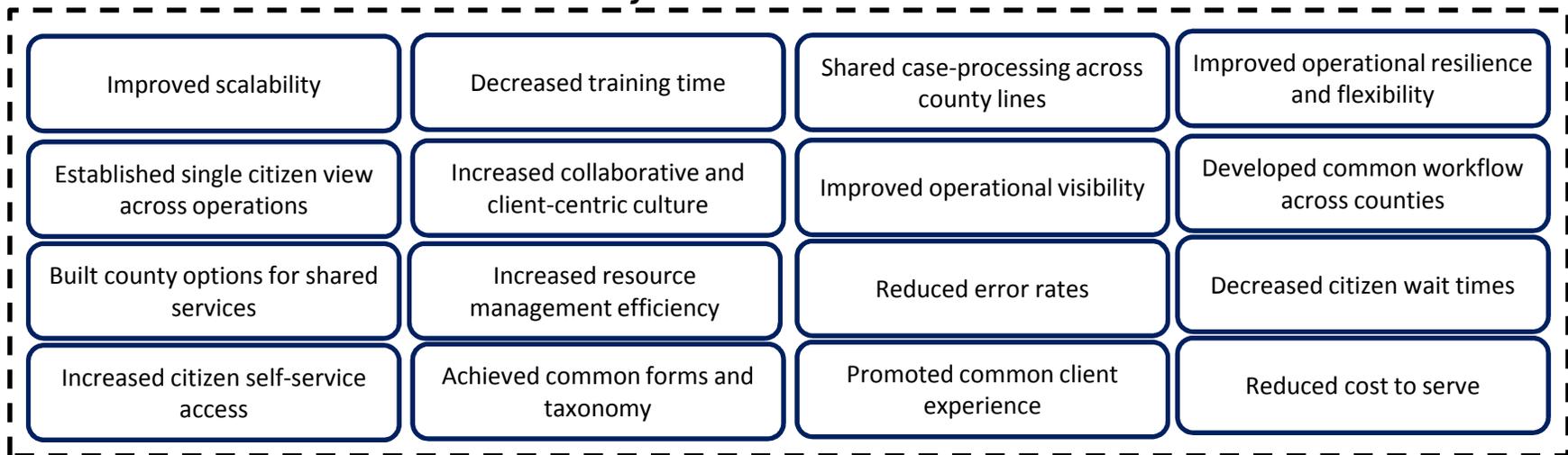
Guiding Principles Driving Key Success Outcomes

Ohio has identified its guiding principles to achieve key success outcomes that drive change and transformation in Ohio.

Guiding Principles for Success



Key Success Outcomes



Ohio is working on several initiatives to drive *integration* across agencies to achieve key success outcomes.

Many of Ohio's approximately 900,000 veterans continue to be unaware of the potential veterans health benefits that they may be eligible to receive given their service to their Country. As such, many veterans will apply for and receive Medicaid benefits not being aware of a more generous veterans benefits that they are potentially eligible to receive.

The Challenge

How to identify veterans that are applying for Medicaid, and Long Term Care Services and Supports and connect them with veterans health benefits that may offer a more generous set of benefits.

The Method

A Workgroup was formed at the beginning of the year to identify possible avenues for veteran identification and referral for veteran benefits. The Workgroup identified changes to the Ohio Benefits landing page to identify veterans at the front-end of Medicaid eligibility and refer them to the Ohio Department of Veterans Services to explore eligibility for veteran benefits. From go-live on July 30th to Sept 4th, over 500 veterans have identified themselves through the Ohio Benefits Landing Page.

The screenshot shows the 'Ohio Benefits' form, specifically the 'Veteran Benefits' section. The form includes the following fields and options:

- Ohio Benefits** (Logo)
- Veteran Benefits** (Section Header)
- Introductory text: "You indicated you or your spouse has served/are serving in the U.S. military. You may be eligible for veteran benefits in Ohio. Complete the form below. If you would like to be contacted about benefits for veterans, a referral will be made to the Ohio Department of Veterans Services and you may be contacted about veteran benefits in Ohio. [Skip this step](#)"
- First Name *** and **Last Name *** (Text input fields)
- Mailing Address** (Text input field)
- City**, **State** (dropdown), and **Zip (include 00000)** (Text input field)
- County of Residence *** (Dropdown menu with "Please select..." option)
- Email and/or phone is required *** (Text input fields for Email and Phone)
- I prefer to be contacted by:** (Radio buttons for Email and Phone)
- Are you or your spouse currently receiving any benefits from the VA? *** (Radio buttons for Yes and No)
- Did you or your spouse serve in the Active Duty, Guard or Reserve? Select all that apply. *** (Checkboxes for Active Duty, Guard, Reserve)
- Please identify which period(s) of time you or your spouse served:** (List of checkboxes for various military periods: World War I, World War II, Korean conflict, Vietnam era, Gulf War, Period of time not listed, I do not know)
- Are you or your spouse seeking long-term care or waiver services (nursing home, care at home, etc.)? *** (Radio buttons for Yes and No)
- SUBMIT AND CONTINUE** and **SKIP** (Buttons)

How we Integrate: Department of Rehabilitation and Corrections Leveraging Ohio Benefits



Offenders tend to have higher rates of mental health and substance abuse issues than the general population. Connecting offenders with health benefits at release (a continuum of care) can create healthier communities and reduce recidivism rates. Furthermore, due to changes in Medicaid eligibility, many offenders who were previously ineligible for Medicaid at release, now are.

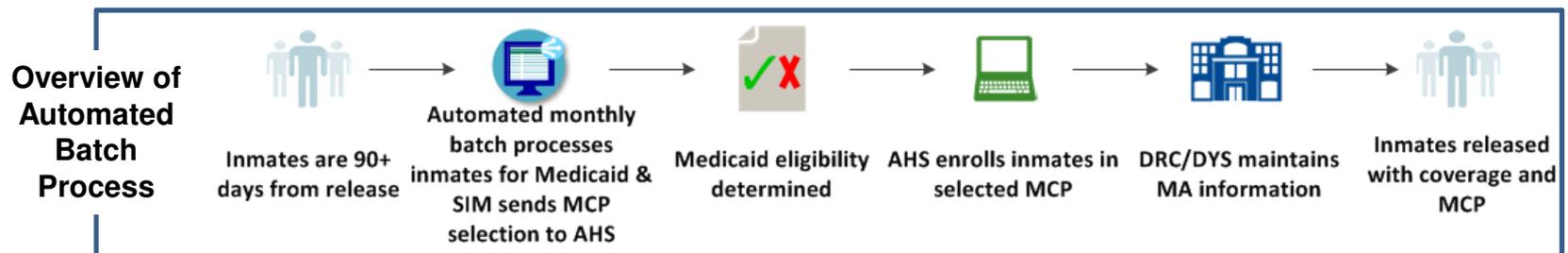
The Challenge

How to enroll eligible offenders into Medicaid and onto a self-selected Managed Care Plan prior to their release so that they leave the prison system with health care coverage.

The Method

A Workgroup was formed to develop a process to enroll eligible offenders in Medicaid and select a managed care plan to provide a continuum of care at release. The established long term goal is the creation of an automated batch process solution for enrollment of offenders in Medicaid.

However, in anticipation of the batch process solution, the Working Group has created an interim pilot process which will go-live in late September, 2014 at one State prison facility.



How we Integrate: Leveraging an Effective Change Network Across County End-Users



Having an active, engaged change network throughout all 88 counties helps to ensure an effective readiness initiative at each site, and to raise issues for the team's resolution. County Readiness Managers are equipped to ensure their end-users are ready to use existing and future system releases, as well as policy and business process changes.

The Challenge

How to prepare approximately 9,000 end-users at 88 Job and Family Services (JFS) county offices to be prepared for:

- Major system releases bringing additional functionality, and business process and policy changes
- Monthly releases introducing system enhancements and fixes

The Method

Engage 1-2 *County Readiness Managers* across all 88 counties through weekly readiness calls and monthly readiness meetings. County readiness managers are responsible for:

- Being active advocates for the initiative
- Exemplifying leading practices
- Guiding end-users on system and policy updates
- Delivering crucial messages to end-users on a regular and ongoing basis

How we Integrate: Keeping County End-users Prepared to Use an Evolving System



Critical Information, tools and resources must be shared with county end-users on a continuous basis to ensure they are prepared to use current and future releases of the system. The Ohio Benefits Project Website serves as a central way to ensure available information is current, accurate and complete.

The Challenge

How to leverage user-friendly technology to make critical tools and resources easily accessible to approximately 9,000 end-users across 88 counties.

The Method

Developed the *Ohio Benefits Project Website* featuring:

- Robust, user-friendly search feature
- The *Ohio Benefits County Roadmap tool*, providing easy access to Job Aids, Workarounds, Known Issues and FAQs
- Updated Readiness Materials including presentations, summary sheets, information bulletins and relevant materials shared in a weekly call or monthly meeting
- Announcement Bar providing urgent real-time messages to end-users

How we Integrate: Ohio Information Sharing through Enhanced BI and Advanced Analytics



Through a phased approach to expanding Ohio's Business Intelligence capabilities, Ohio will be able to benefit from an enterprise wide view which will ultimately drive integrated service delivery across Ohio agencies.

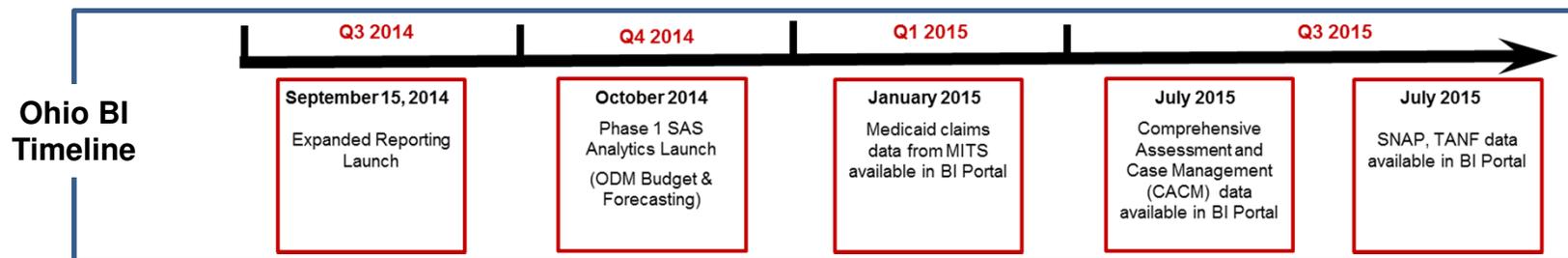
The Challenge

Ohio has previously not possessed one, integrated business intelligence and analytics platform that can be leveraged across agencies, leveraging a universally unique master client index

The Method

Through the roll-out of the Ohio Business Intelligence, Ohio Agencies and citizens will benefit from:

- An integrated, enterprise approach for accessing and sharing information across all of the State's Health and Human Services operations
- A user-friendly approach to accessing key Human services data
- The ability to strengthen decision support for the services the State provides to citizens



- Ohio Benefits (Integrated Eligibility) launched
 - Supports almost 20,000 caseworkers in Ohio's 88 counties;
 - Has received more than 1.117 million applications; and
 - Has processed approximately 60,000 applications without worker intervention as of June 1, 2014
- Ohio Business Intelligence Platform
 - Health & Human Services
 - Human Capital Management
 - Financials
- Enterprise Document Management
- Ohio Administrative Knowledge System (OAKS - ERP)
 - HCM upgrade completed
 - Financials – upgrading all existing modules & implementing new supplier self-service functions
 - Managed Service
 - Hardware platform refresh

- Kronos Time and Labor Solution
- Ohio Enterprise Grants Management
- ePayment Platform Engine
 - Accepts electronic credit card and Automated Clearing House (ACH) payments from customers
 - FY13 over 2.3M transactions for nine state agencies and multiple municipal income tax administrators
- eLicensing Platform
 - Update current system to address licensing requirements for boards and commissions
 - includes licensee administration, enforcement management, examination tracking/scheduling, reporting, automated renewal process and enhanced security safeguards

- **Hosted VoIP**
 - Contract established \$13 for basic service – potential annual savings of \$3.2M as users migrate from Centrex
 - 19,260 lines migrated to date from 66 agencies, boards & commissions with 24 agencies, boards & commissions in process
- **Email – single platform**
 - 87 of 88 agencies migrated (62,000+ accounts)
 - JFS migrate late CY14
 - Migrating to Office 365
- **Multi-Agency Radio Communications System (MARCS)**
 - IP Upgrade 10 months ahead of schedule, under budget
 - MARCS in Schools – 1324 schools contacted; 471 implemented
 - Partnering with local government

Online Services

- Ohio Benefits Portal – Citizen Focused
 - Integrated portal for citizens to apply for HHS related benefits
- Ohio Business Gateway – Business Focused
 - Over 300,000 business leverage OBG for paying tax liabilities
 - Collected nearly \$9 Billion last year
 - Business One Stop (future)
 - Single registration to do business with the State
 - Start a business
 - Grow a business
 - Sustain a business
- MyOhio/OAKS Portal – State Employee Focused
 - Training
 - Evaluation/Performance

IT Security

- Enterprise Security and Compliance
 - Extended Enterprise Security Information Event Manager to AOS and Commerce. Additional capacity for IE & JFS
 - Established penetration testing service
 - McAfee Protection Services (servers to end device)
 - Qualys Vulnerability Management
 - QRadar Security Information and Event Management System
 - IBM Intrusion Prevention System
 - F5 Web Application Firewalls
 - Centralizing staffing approach to support consistent practices

Enterprise Contracts

- MBE Focus
- Leveraging Enterprise Contracts
 - VMware
 - ServiceNow
 - McAfee Security Suite
 - Airwatch
 - Telecom Contracts
 - State Term Schedules and Contracts
 - Master Cloud Service Agreements
 - Data Center rack space
 - DR services
- Leveraging Economy of Scale
 - Consolidating licenses, maintenance agreements

Thanks for your time...

Questions?

Feel free to send any questions directly to the IT Transformation Office at:
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