

**COLLABORATION THROUGH PARTNERSHIPS  
LEVERAGING CORE COMPETENCIES**

**IT Optimization**

INCREASE EFFICIENCY · IMPROVE SERVICE  
REDUCE COMPLEXITY · REALIZE SAVINGS

# CONTINUED DISRUPTIVE TECHNOLOGIES



CYBERSECURITY

UNMANNED AIRCRAFT SYSTEMS (UAS)



BODY CAMERAS

INTERNET OF THINGS (IoT)



BROADBAND EXPANSION

FIRSTNET – NEXT GENERATION 911



## CONSOLIDATION OF IT

120+

MIGRATION OF 120+ AGENCIES, BOARDS AND COMMISSIONS TO A UNIFIED INFRASTRUCTURE AND OPERATING MODEL

## CLOUD SOLUTIONS - XaaS

2,600

MANAGING A PORTFOLIO OF MORE THAN 2,600 APPLICATIONS AND SERVICES INTO THE 21<sup>ST</sup> CENTURY – MANY BUILT IN THE 20<sup>TH</sup> CENTURY

## ENABLING THE BUSINESS

\$386M

INVESTING IN STRATEGIC SYSTEMS IN SUPPORT OF POLICY AND DRIVING PUBLIC GOOD - \$386M PORTFOLIO OF ACTIVE PROJECTS

## SENSE OF URGENCY AND CUSTOMER SUPPORT

2,100

CHANGING THE CULTURE, VALUES AND PRIORITIES OF AN IT WORKFORCE OF 2,100 PROFESSIONALS

**WHILE  
JUGGLING  
IT  
OPERATIONS**

**REINVENTING STATE IT...**



## LESSONS LEARNED

WORKING IN CONCERT

DEFINING INFLECTION  
POINTS

AVOID PITFALLS

MODIFYING APPROACHES  
TO WHAT WORKS (AND  
WHAT DOESN'T)

## SHARING IDEAS

INNOVATIVE IDEAS

WORKFORCE OF THE 21<sup>ST</sup>  
CENTURY

CREATIVE APPROACHES  
TO NEW PROBLEMS

NEW THINKING FOR  
TODAYS ISSUES

## LEVERAGING EFFORTS

COLLABORATE ACROSS  
STATE AGENCIES

PLATFORMS

PROCUREMENTS

VENDOR EXPERIENCES

CONTRACTS

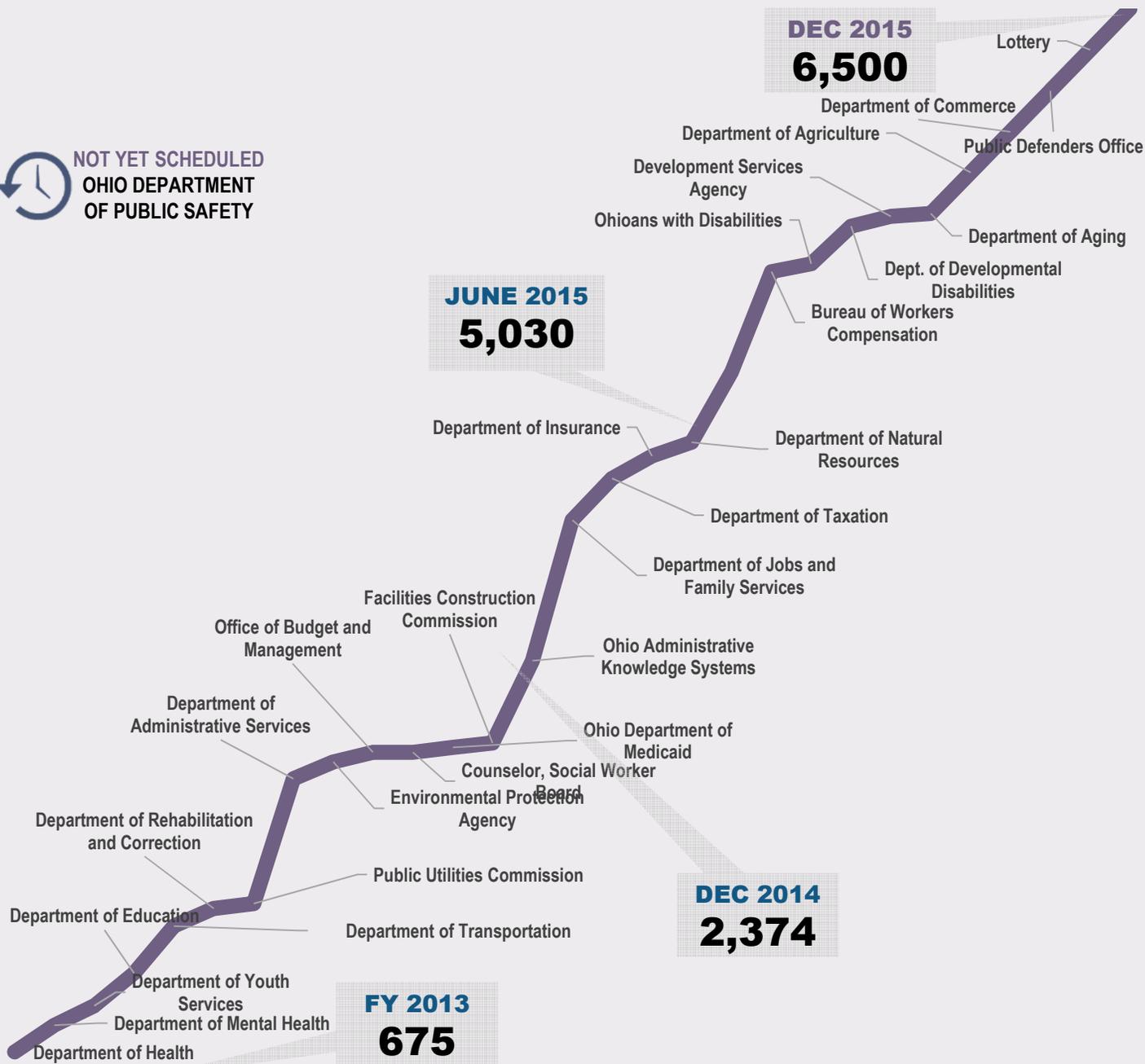
# THE POWER OF WORKING TOGETHER



# OHIO'S AGENDA



NOT YET SCHEDULED  
OHIO DEPARTMENT  
OF PUBLIC SAFETY



**1,500** MORE COMING BY YEAR'S END

**AS OF JULY  
2015,  
MORE  
THAN  
5,000  
SERVERS  
HAVE BEEN  
MIGRATED  
TO THE  
SOCC**

# THE STATE PRIVATE CLOUD IS A FORCE MULTIPLIER FOR STATE INFORMATION TECHNOLOGY

BEFORE 2013



**9,000+** INDIVIDUALLY  
MANAGED SERVERS

1 - 6% CPU UTILIZATION  
3:1 (OR LESS) VIRTUALIZATION  
RATIO  
< 11% MEMORY UTILIZATION  
< 400 CENTRALLY MANAGED

UP  
**333%**

HOST TO VM RATIO

UP  
**97%**

MEMORY UTILIZATION

CPU UTILIZATION  
UP  
**336%**

NET EFFICIENCY GAIN

**860%**

OHIO PRIVATE CLOUD

UP  
ANOTHER  
**77%**

FY16+ HOST TO VM RATIO



**5,200+ SERVERS**

# OHIO: A GREAT PLACE TO START AND GROW A BUSINESS

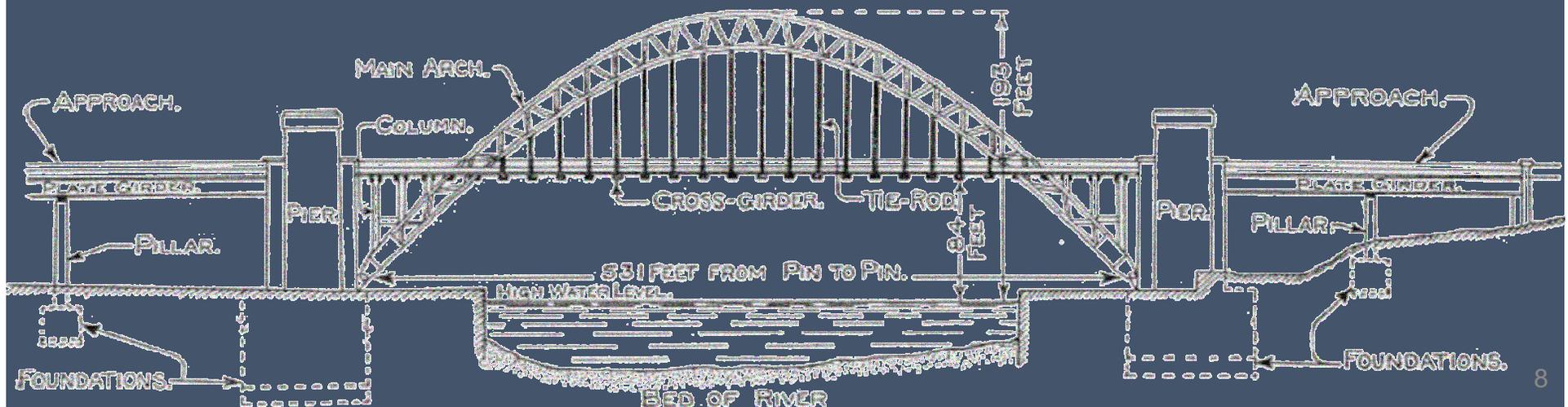
## OHIO BUSINESS GATEWAY

\$9B REVENUE STREAM  
3.7M TRANSACTIONS  
GROWING AT 17.4% PER YEAR  
MULTI-AGENCY PROJECT  
ENHANCED USER EXPERIENCE  
REDUCED BUREAUCRACY  
\$19B IN ADDITIONAL TRANSACTIONS NOT IN OBG

## OHIO ELICENSING PLATFORM

120 AGENCIES  
MORE THAN 700 LICENSES  
APPLICATIONS, EXAMINATIONS,  
INSPECTIONS AND ENFORCEMENT  
CORRESPONDENCE, IMAGING, REPORTING  
AND COLLECTIONS

THREE AGENCIES WENT LIVE 8/3/2015 –  
CONGRATULATIONS TO THE TEAM!



## SINGLE EMAIL PLATFORM

ALL STATE AGENCIES ARE ON A SINGLE EMAIL PLATFORM WITH A UNIFIED ADDRESS BOOK AND COLLABORATION TOOLS

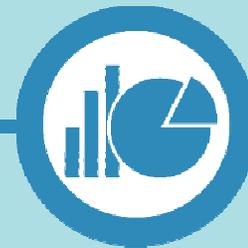


## VOICE OVER IP

MIGRATED AN ADDITIONAL 8,000 PHONES TO STATE HOSTED VOIP PLATFORM BRINGING THE TOTAL TO OVER 23,000 LINES. HIGHER-ED AND SOME COUNTIES ARE ADOPTING

## ENTERPRISE DOCUMENT MANAGEMENT

NEW PROJECT TO STREAMLINE THE BUSINESS OF DOCUMENT WORKFLOWS, AUTOMATION AND MANAGEMENT ACROSS THE ENTERPRISE



## ENTERPRISE SERVICE MANAGEMENT

ITIL BASED SERVICE DESK FOR ENTERPRISE SERVICES: ORDER, DEPLOY, CONSUME, ENJOY!

## ENTERPRISE TIME MANAGEMENT

ENHANCED TIME AND LABOR REPORTING WITHOUT ALL OF THE MANUAL EFFORT AND RECONCILIATION



## OFFICE365

73% OF AGENCY EMAILS ARE MAINTAINED IN THE CLOUD. ENDPOINT ROLLOUT OF OFFICE365 GATHERING MOMENTUM

# ENTERPRISE SERVICES THAT BENEFIT ALL

# OAKS

## INVESTING IN THE BUSINESS PLATFORM OF THE STATE

### TECHNICAL REFRESH

HOUSEKEEPING AND HIGH PERFORMANCE



100+ DATABASES UPGRADED TO UNIFIED/ SUPPORTED VERSION ● 575 SERVERS UPGRADED TO SUPPORTED OPERATING SYSTEMS & HARDWARE ● 100+ SYSTEM ENVIRONMENTS UPGRADED TO ENGINEERED SOLUTION ● NEW MANAGED SERVICE VENDOR SAVING THE STATE \$40M OVER CONTRACTED TERM

### FINANCIAL SYSTEMS UPGRADE

MAINTAINING CURRENCY AND RELEVANCY



UPGRADE TO MOST CURRENT VERSION OF PEOPLESOFT ● ENHANCED FINANCIAL PROCESSES ● STREAMLINED WORKFLOWS ● ENHANCED REPORTING AND ANALYTICS

COMING FALL 2015

### OAKS<sup>ENTERPRISE</sup>

THE PLATFORM FOR CONSOLIDATION



INCORPORATION OF ODOT INTO CORE FINANCIAL AND HR/PAYROLL FUNCTIONS ● REPLACEMENT OF CAPITAL PLANNING AND PROJECT MANAGEMENT SYSTEMS ● IMPLEMENTATION OF CENTRALIZED STANDARD PROCUREMENT CAPABILITIES ● IMPLEMENTATION OF ENTERPRISE GRANTS FUNCTIONS



## **MAINFRAME DISASTER RECOVERY TESTS A SUCCESS**

SUCCESSFULLY COMPLETED A MULTI-AGENCY MAINFRAME DISASTER RECOVERY TEST WITH ODJFS AND MENTAL HEALTH AND ADDICTION SERVICES WITH RECORD RESULTS

## **STATE CLOUD DISASTER RECOVERY AND STORAGE REPLICATION**

OBTAINED GEOGRAPHICALLY AND TECHNICALLY DIVERSE DISASTER RECOVERY AND STORAGE REPLICATION SERVICE FOR THE STATE'S DISTRIBUTED COMPUTING ENVIRONMENTS AND CRITICAL SYSTEMS



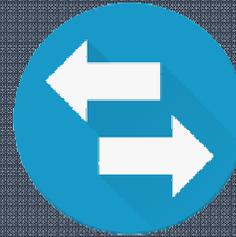
# OHIO BENEFITS

THE SUCCESS OF MEDICAID EXPANSION AND MODERNIZATION IS ROOTED IN THE STRENGTH OF INFORMATION TECHNOLOGY SUPPORTING PUBLIC POLICY



**1,790,914** INDIVIDUALS APPLIED FOR MEDICAID BENEFITS THROUGH OHIO BENEFITS

OHIOANS NOW HAVE ACCESS TO HEALTHCARE SERVICES THROUGH NEW CHANNELS



**1.7** MILLION INDIVIDUALS CONVERTED FROM THE LEGACY SYSTEM

ALL EXPECTED LEGACY COVERED CHILDREN AND FAMILIES-CFC CASES (EXISTING CRIS-E ENROLLEES WHO ARE ELIGIBLE UNDER A MAGI MEDICAID CATEGORY) WERE CONVERTED WITHOUT WORKER INTERVENTION



**92%** OF ALL APPLICANTS HAVE BEEN PROCESSED

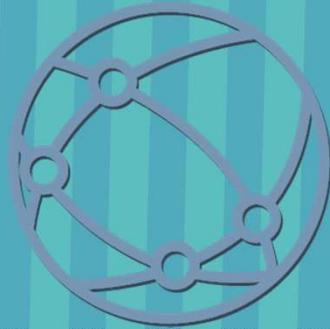
WORKERS ARE ABLE TO USE THE SYSTEM TO PROCESS APPLICATIONS ON TIME AND DELIVER MEDICAL SERVICES TO INDIVIDUALS DESPITE AN EXTREMELY HIGH INCREASE IN APPLICANTS



**26** MAJOR SYSTEM UPGRADES

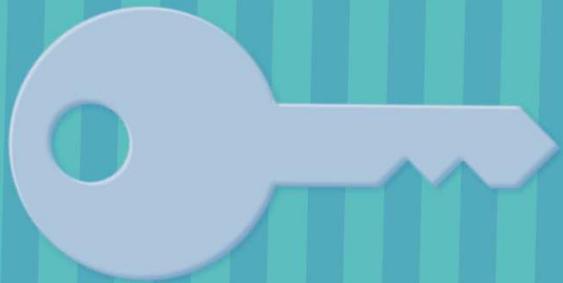
SYSTEM ENHANCEMENTS HAVE BEEN RELEASED TO HELP OHIO AUTOMATE BUSINESS

# NETWORK



20 AGENCIES

CENTRALLY MANAGED AND MONITORED



# ENDPOINT

37,000+ DEVICES MANAGED

# VULNERABILITY SCANNING

67,000+ (OF 100K) DEVICES ACTIVELY SCANNED



SECURITY & PRIVACY

2,240

MILES OF 100gigabit  
GOODNESS

# OHIO ONE NETWORK



90 HIGHER EDUCATION CAMPUSES



750+ OHIO SITES



32 K-12 EDUCATION ITCs



33 LOCAL GOVERNMENT / OHIO AGENCIES



333 HIGHER EDUCATION REGIONAL CAMPUSES



9 MEDICAL CENTERS AND RESEARCH INSTITUTIONS



14 BROADCAST / EDUCATION MEDIA STATIONS

**DRIVING  
PUBLIC GOOD  
MAKING OHIO  
A SAFER PLACE**



## **NEXT GENERATION 911 SERVICES SUCCESSFULLY IMPLEMENTED**

IN COLLABORATION WITH MORGAN COUNTY, THE STATE IMPLEMENTED A NG911 SERVICE CAPABLE OF ACCEPTING CALLS REGARDLESS OF SOURCE: ANALOG/DIGITAL, VOICE/TEXT/DATA, PHONE OR DEVICE

## **MULTI-AGENCY RADIO COMMUNICATIONS SYSTEM**

COMPLETED MARCS UPGRADE WHICH PAVED THE WAY FOR ADDITIONAL ADOPTION OF COUNTY FIRST RESPONDERS AND EXPANSION OF COVERAGE TO MORE THAN 1,400 SCHOOLS



# THE SOCC IS A MAGNET FOR GOVERNMENTAL AND HIGHER-ED COMPUTING



THE OHIO STATE  
UNIVERSITY

UNIVERSITY OF  
Cincinnati



Wexner  
Medical  
Center

ONE OF THE TOP 10 DATA CENTERS IN THE COUNTRY

CENTRAL OHIO LOCATION

24/365/20+ YEAR CONTINUOUS OPERATION HISTORY

TIER III CAPABLE (REDUNDANCY)

COMMERCIALY REASONABLE PRICING

PRE-WIRED, PRE-POSITIONED AND “MOVE IN READY”

“REVENUES” OFFSET COSTS AND ONGOING INVESTMENTS

## **IMPROVE CULTURE: ONE DAS – ONE OIT**

INCREASE SUPPORT, COLLABORATION AND AWARENESS BETWEEN OUR DIVISIONS, ORGANIZATIONS, TEAMS AND SERVICES. CREATE TWO WAY COMMUNICATIONS AND FEEDBACK

## **ENHANCE AND PROMOTE CUSTOMER SERVICE**

FACILITATE SOLUTIONS FOR OUR GOVERNMENTAL PARTNERS AND SUPPORT THEM THROUGH INNOVATIVE PROCESSES, TOOLS AND CAPABILITIES TO ENABLE THE BUSINESS OF THE STATE

## **INCREASE ADOPTION OF ENTERPRISE SERVICES**

EXTEND SAVINGS OF IT OPTIMIZATION THROUGH CONTINUED DELIVERY OF ESSENTIAL AGENCY SERVICES SUCH AS CLOUD, VOIP, LICENSING, OAKS, BI AND MARCS

## **EXPAND ONLINE GOVERNMENT SERVICES**

ESTABLISH A TIGHTER LINKAGE BETWEEN CITIZENS AND BUSINESSES IN OHIO AND THE STATE THROUGH OBG AND OHIO BENEFITS MODERNIZATION AND EXPANSION

## **CONTINUE SUCCESSES IN PRIVATE CLOUD**

DRIVE ADOPTION TO COVER CLOSE TO 100% OF STATE SERVERS AND STORAGE WHILE EXPANDING SERVICE OFFERING TO INCLUDE DISASTER RECOVERY FOR CRITICAL APPLICATIONS

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2016  
IT Optimization

## **ENHANCE STATE SECURITY AND PRIVACY POSTURE**

COVER MORE ENDPOINTS, DEVICES AND NETWORK DEVICES WHILE INVESTING IN IDENTITY AND FRAUD PREVENTION CAPABILITIES