OCITA – Central Ohio Fall Event

Sponsored by the Ohio County/City Information Technology Association (OCITA)
Hosted by State of Ohio Office of Information Technology
• Increasing Efficiency
• Improving Service
• Reducing Complexity
• Realizing Savings
<table>
<thead>
<tr>
<th><strong>Total</strong></th>
<th><strong>Goal</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>2,036</td>
<td></td>
<td>Total Agency Applications</td>
</tr>
<tr>
<td>67%</td>
<td></td>
<td>IT Program Spending Focused on Improving the Lives of Citizens and Business Growth in Ohio</td>
</tr>
<tr>
<td>57%</td>
<td></td>
<td>Life, Safety or Mission Critical Applications</td>
</tr>
<tr>
<td>3,445</td>
<td></td>
<td>IT Vendors Supporting the State</td>
</tr>
<tr>
<td>50,000</td>
<td>Goal 54,500</td>
<td>Email Accounts Migrated from 87 Agencies</td>
</tr>
<tr>
<td>19,260</td>
<td>Goal 30,000</td>
<td>Users Migrated to VoIP from 57 Agencies</td>
</tr>
<tr>
<td>9,600</td>
<td>Goal 75,000</td>
<td>Network Devices Managed to State Networks</td>
</tr>
<tr>
<td>12,000</td>
<td>Goal 13,000</td>
<td>Mobile Devices Centrally Managed and Administered</td>
</tr>
<tr>
<td>Count</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>2,118</td>
<td>IT Professionals Statewide - Goal 2,100</td>
<td></td>
</tr>
<tr>
<td>63</td>
<td>State Networks Still in Operation - Goal 1</td>
<td></td>
</tr>
<tr>
<td>9,000</td>
<td>Servers Statewide - Goal 3,000</td>
<td></td>
</tr>
<tr>
<td>2,375</td>
<td>Virtual Images Migrated to the State’s Private Cloud in Fiscal Year 2014 - 2015 Goal 2,625</td>
<td></td>
</tr>
<tr>
<td>2,030</td>
<td>Petabytes of Storage Centrally Administered in the State’s Private Cloud - Goal 4.5</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Mainframes Still in Active Use - Goal 1</td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>Data Centers and Large Computing Sites - Goal - 1 Primary Site</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td>Unscheduled Outages Affecting State Primary Data Center in Last 20+ Years</td>
<td></td>
</tr>
</tbody>
</table>
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.”

~ Brian Tracy
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

FOCUS!
Driving Business Value through IT Investment

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

New Public / Business Facing Systems Investment, FY10 to FY14 ($M)
Realizing Ohio’s IT Savings

Spending Reductions Over Pre-IT Optimization Levels

Core IT Direct Spending

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Millions</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY10</td>
<td>$258.3</td>
</tr>
<tr>
<td>FY11</td>
<td>$329.4</td>
</tr>
<tr>
<td>FY12</td>
<td>$353.5</td>
</tr>
<tr>
<td>FY13</td>
<td>$363.6</td>
</tr>
<tr>
<td>FY14</td>
<td>$327.1</td>
</tr>
</tbody>
</table>

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
Operating IT Costs

Annual trend Pre Optimization
- Hardware Purchases: ↑ 4.7% per year
- Hardware Repairs/Maint: ↑ 4.3% per year
- Mainframe: ↑ 5.9% per year
- Software: ↑ 28.8% per year
- Software Repairs/Maint: ↑ 23.9% per year

Benefits/Costs Savings (FY14)
- Head count (Infra): $11.94M
- 116 FTEs/FY14
- Hardware Purchases: $8.60M
- Hardware Repairs/Maint: $13.16M
- Mainframe: $10.30M
- Software: $2.90M
- Software Repairs/Maint: $6.50M
- Total: $53.40M

Cumulative Running Savings Forecast
- FY14: $53.4M
- FY15: $149.3M
- FY16: $269.4M
- FY17: $421.9M
- FY18: $607.4M
- FY19: $825.7M
- FY20: $1,077.2M

Savings Over Status-Quo
- Pre-Optimization Trend
- Optimization
- Actual
- Forecast Savings
Ohio One Network

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 Serviced

Non-Optimized State Networks (Fiscal Year 2014)

Source: OARnet

OARnet 100Gb/s Statewide Network
Leveraging IT Assets for Public Good

• $90 million MARCS upgrade approved starting FY13 - 1 year ahead of schedule
• $5 million allocated for MARCS-In-Schools initiative
• Focus on Broadband Expansion in rural and remote areas
“Far and away the best prize that life offers is the chance to work hard at work worth doing”

~ Theodore Roosevelt
Agenda

- Hosted VoIP
- Virtualization Program
- Office 365
- Cooperative Purchasing Program
- ServiceNow
- Available Contracts
- Geospatial Information Services
- OARnet License Opportunities
- Security Improvements
- Enterprise Shared Solutions
- Data Center Co-Location Services
State of Ohio
Hosted Voice Over IP

Product Owner: Eric Schmidt
Email: Eric.Schmidt@DAS.Ohio.Gov
Office Phone: 614.466.2741
Hosted Voice Over IP – Getting You Out of the Phone System Business!

What is Hosted VoIP?

Hosted VoIP, provided by CBTS as a result of a competitive bid, deliver unified communications services including telephone, audio conference, video, and many features to you without the costs of owning and managing your own phone system.

The system is connected to OARnet and delivered through connections to OARnet. It is housed in redundant data centers located in Ohio, that have multiple connections from differing paths to deliver 99.999% uptime.

Feature highlights:

- All of Ohio is a local call
- Long distance outside of Ohio - .012/min
- e911
- Self reporting tool - Verimark
- Tiered pricing – price drops for all as more join
- Accessaphone available free for ADA needs
- Point to point video included in cost
- No more upgrades to buy
- Includes low cost audio conference bridges
- Includes soft phone capability
- SIP trunks for those with life left in existing VoIP
- Includes UC features like Single Number Reach
State of Ohio
Virtualization Program

Product Owner: Eric Schmidt
Email: Eric.Schmidt@DAS.Ohio.Gov
Office Phone: 614.466.2741
Virtualization Program– Saving You Money on Virtualization

What is the state Virtualization Program?
The Board of Regents entered into an Enterprise License Agreement (ELA) and End User License Agreement (EULA) with VMware, Inc., to purchase virtualization products and services at a discounted price for Ohio’s public institutions of higher education. The original contract was amended to include state agencies, public school districts, and Ohio political subdivisions such as counties, municipalities, and townships.

The agreement offers discounts up to 62% on software and up to 34% on software maintenance. Professional Services Credits (PSO) are also available for services and training needs.

The contract is administered by Ohio State University and orders are placed on behalf of participating entities through the Ohio Academic Resources Network (OARnet).
Virtualization Program

Benefits:
Virtualization allows IT departments to create a virtual environment at the workstation, server or data center level. With this virtualization technology, you can reduce the number of physical servers or computers, while still maintaining performance levels.

Benefits include:
• Reduced costs for physical IT hardware (servers, desktops, etc.)
• Lower operational and maintenance costs, when upgrading your IT environment.
• "Green" IT Savings through lower power, cooling and space costs.
• American Electric Power, Dayton Light and Power and Duke Power offer financial incentives for virtualized datacenters because they consume less energy.

Order Forms:
The most recent versions of the order forms, and more information can be found at this link:
https://www.oar.net/services/vmware
State of Ohio
Microsoft Office 365

Product Owner: Glen Coleman and Ben Hooker
Email: glen.coleman@DAS.Ohio.Gov
Office Phone: 614.728.6725
Microsoft Consolidated Licensing Contract Information

1. DAS is continuing to consolidate Microsoft Licensing/Agreements
2. New Contract will start 06/01/2015
3. Consolidating remaining Data Center licensing where it makes sense (Server, SQL, etc.)
4. Contract language will include price parity
5. In order to leverage the contract, you will need to enter into an Enterprise Agreement
   1. If interested, contact me and I’ll help you through the process
6. For questions pertaining to Microsoft Licensing, contact Glen.Coleman@das.ohio.gov or 614.728.6725
State of Ohio
Cooperative Purchasing Program

Product Owner: Jean Stephenson
Email: jean.stephenson@das.ohio.gov
Office Phone: 614.644.8495
What is the State of Ohio Cooperative Program?

The Cooperative Purchasing Program offers Ohio counties, townships, municipalities, school districts, public libraries, regional park districts and other political subdivisions the benefits and costs savings of buying goods and services through state contracts.

The purpose of the program is to leverage spend across all entities to obtain deeper volume discounts for everyone. Participation is voluntary. Purchasing from DAS contracts is an option to save you money and time. You may select which contracts to utilize depending upon the needs of your particular entity.

More than 1,500 Ohio entities currently participate. Member entities spend nearly $180 million annually.
Cooperative Purchasing Program

Contract related programs and saving opportunities include:

State Procurement (http://procure.ohio.gov)
DAS Telecommunications Contracts
DAS Electric Aggregation Contract
DAS Natural Gas Purchasing Program
DAS Cost-Per-Copy Program
ODOT Cooperative Purchasing

Additional Information:

The most recent information and information on joining the program can be found at this link:

http://das.ohio.gov/Divisions/GeneralServices/ProcurementServices/CooperativePurchasing.aspx
State of Ohio
ServiceNow

Product Owner: Renee Evans
Email: renee.evans@dot.state.oh.us
Office Phone: 614.902.4112
What is ServiceNow?
ServiceNow is a platform-as-a-service (PaaS) provider of IT service management (ITSM) software. ServiceNow can align enterprise IT services with the business primarily focusing on the delivery of best services to end users with transparency.

ServiceNow Best Practices and Implementation:
State processes were defined using ITIL best practices to create workflows and system automation. The State of Ohio implemented ServiceNow on June 2, 2014.

Current State of Ohio ServiceNow Applications:
- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Asset Management
- Service Catalog Management
- Knowledge Management
- Customized Reporting
- Customized Portal Pages and Integration to AD
- Event Monitoring
- Discovery Tools and Exchange
State of Ohio Contract:
The State of Ohio partnered with Ohio State University Medical Center and created a Master Cloud Service Agreement (MCSA). The contract number for the MCSA is MSCA0013.

To view the contract you can use this link:
http://das.ohio.gov/Portals/0/DASDivisions/InformationTechnology/IS/Telecom/ServiceNow%20OSU%20Addendum%209-12-2013.pdf
Available Contracts

Enterprise IT Contracting: Eric Glenn, Sr.
Email: eric.glenn@das.ohio.gov
Office Phone: 614.466.2634
Available Contracts

Local Government can leverage the following contracts established by OIT:

<table>
<thead>
<tr>
<th>Contract #</th>
<th>Title</th>
<th>Description</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACQ1009</td>
<td>Information Technology (IT) Equipment Pickup, Disposal and Delivery Services</td>
<td>Information Technology (IT) disposal services for pickup, removal of sensitive information from excess computers and other IT equipment, equipment diagnostic services and delivery to State Surplus or other locations (the“Deliverables“)</td>
<td>Lighthouse Solutions Group</td>
</tr>
<tr>
<td>ACQ1019</td>
<td>OSHP Sierra Wireless Equipment and Services</td>
<td>Contract to acquire OSHP Sierra Wireless Equipment and Services</td>
<td>Brown Enterprise Solutions, LLC</td>
</tr>
<tr>
<td>ACQ1020</td>
<td>Panasonic Toughbook and Associated Equipment and Software Purchase</td>
<td>Panasonic Toughbooks and associated equipment and enforcement software</td>
<td>IntelliTech Systems, Inc.</td>
</tr>
<tr>
<td>MCSA0013</td>
<td>IT Service Management</td>
<td>IT service management tool</td>
<td>Service-now, Inc.</td>
</tr>
<tr>
<td>MCSA0003</td>
<td>Statewide Next Generation Telephony System (NGTS)</td>
<td>Voice over IP (VoIP) telephony services</td>
<td>Cincinnati Bell Technology Solutions, Inc.</td>
</tr>
</tbody>
</table>
Available Contracts

Local Government can leverage the following contracts established by OIT:

<table>
<thead>
<tr>
<th>Contract #</th>
<th>Title</th>
<th>Description</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>0A1097</td>
<td>IT Staff Augmentation Services Contract</td>
<td>The Ohio IT Staff Augmentation Services Contract is the preferred method for procuring time and material resources. Computer Aid Inc. (CAI) is the full-service Managed Service Provider responsible for overseeing all service delivery activities for the staff augmentation contract.</td>
<td>Computer Aid, Inc.</td>
</tr>
<tr>
<td>534275</td>
<td>Hewlett-Packard Company State Term Schedule</td>
<td>The state of Ohio has negotiated pricing from HP for product offerings that support the state standards for PCs.</td>
<td>Hewlett-Packard Company</td>
</tr>
<tr>
<td>534278</td>
<td>Dell Marketing LP State Term Schedule</td>
<td>The state of Ohio has negotiated pricing from Dell for product offerings that support the state standards for PCs.</td>
<td>Dell Marketing LP</td>
</tr>
<tr>
<td>534482</td>
<td>Lenovo (United States) Inc. State Term Schedule</td>
<td>The state of Ohio has negotiated pricing from Lenovo for product offerings that support the state standards for PCs.</td>
<td>Lenovo (United States) Inc.</td>
</tr>
</tbody>
</table>
Available Contracts

Local Government can leverage the following contracts established by OIT:

<table>
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<tr>
<th>Contract #</th>
<th>Title</th>
<th>Description</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>0A1067</td>
<td>Hewlett-Packard Company WSCA-based</td>
<td>The state of Ohio has leveraged the WSCA Contract with HP computer equipment, peripherals and related services.</td>
<td>Hewlett-Packard Company</td>
</tr>
<tr>
<td>0A1068</td>
<td>Dell Marketing LP WSCA-based</td>
<td>The state of Ohio has leveraged the WSCA Contract with Dell computer equipment, peripherals and related services.</td>
<td>Dell Marketing LP</td>
</tr>
<tr>
<td>0A1069</td>
<td>Lenovo (United States) Inc. WSCA-based</td>
<td>The state of Ohio has leveraged the WSCA Contract with Lenovo computer equipment, peripherals and related services.</td>
<td>Lenovo (United States) Inc.</td>
</tr>
<tr>
<td>0A1108 -1</td>
<td>Dell</td>
<td>Microsoft products and support</td>
<td>Dell Marketing LP</td>
</tr>
<tr>
<td>0A1108 -2</td>
<td>SHI</td>
<td>Microsoft products and support</td>
<td>SHI International Corp.</td>
</tr>
<tr>
<td>0A1108 -3</td>
<td>Microsoft Services</td>
<td>Microsoft consulting services</td>
<td>Microsoft</td>
</tr>
<tr>
<td>0A1131-1</td>
<td>Brown Enterprise Solutions, LLC</td>
<td>Microsoft products and support via an Ohio-certified Minority Business Enterprise</td>
<td>Brown Enterprise Solutions, LLC</td>
</tr>
<tr>
<td>0A1131-2</td>
<td>Sophisticated Systems, Inc.</td>
<td>Microsoft products and support via an Ohio-certified Minority Business Enterprise</td>
<td>Sophisticated Systems, Inc.</td>
</tr>
<tr>
<td>0A1131-3</td>
<td>Ventech Solutions, Inc.</td>
<td>Microsoft products and support via an Ohio-certified Minority Business Enterprise</td>
<td>Ventech Solutions, Inc.</td>
</tr>
</tbody>
</table>
Available Contracts

Coming Soon...Ohio Deliverable-based Information Technology Services (DBITS) Contract

- Pre-qualify minority business enterprise and open market vendors in the initial 6 Technology Categories for deliverable-based work
- Primary contracting method for deliverable-based work
- Creates and manages vendor capacity within the initial 6 technology categories
- OIT to manage the solicitation process on behalf of the state agencies
Available Contracts

Coming Soon...Ohio Deliverable-based Information Technology Services (DBITS) Contract

The 6 Technology Categories for DBITS are:

1. Information Technology Assessment, Planning, and Solicitation Assistance
2. Project Management
3. Application Development and Maintenance Transition Planning
4. Independent Verification and Validation (IV&V) and Quality Assurance
5. Technology Upgrade/Migration and Transformation
6. Business Intelligence and Data Warehouse
Available Contracts

Coming Soon...Ohio Deliverable-based Information Technology Services (DBITS) Contract

There will be two informational sessions to discuss the DBITS concept and gain vendor input

<table>
<thead>
<tr>
<th></th>
<th>Session One:</th>
<th>Session Two:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date</strong></td>
<td>Monday, December 8th</td>
<td>Friday, December 12th</td>
</tr>
<tr>
<td><strong>Location</strong></td>
<td>State Office Tower</td>
<td>DAS General Services Division</td>
</tr>
<tr>
<td></td>
<td>Lobby Hearing Room 1st floor</td>
<td>Willow/Walnut Conference Room</td>
</tr>
<tr>
<td></td>
<td>30 East Broad Street</td>
<td>4200 Surface Road</td>
</tr>
<tr>
<td></td>
<td>Columbus, Oh 43215</td>
<td>Columbus, OH 43228</td>
</tr>
<tr>
<td><strong>Time</strong></td>
<td>9 – 10:30 a.m.</td>
<td>9 -10:30 a.m.</td>
</tr>
</tbody>
</table>
Available Contracts

The following are links to access current State contracts:

For Telecommunications Services

State procurement Website
https://procure.ohio.gov/proc/index.asp
State of Ohio
Geospatial Information Services

Jeff Smith, State Geographic Information Officer
Ohio Geographically Referenced Information Program
Email: Jeff.Smith@ohio.gov
Office Phone: 614.466-4747
Ohio Geographically Referenced Information Program

Goals:
• Encourage the creation of digital geographic data of value to multiple users,
• Foster the ability to easily determine what geographic data exists and
• Provide the ability to easily access and use this data.

Ohio Spatial Data Infrastructure Products:

<table>
<thead>
<tr>
<th>Location Based Response System</th>
<th>Ohio Statewide Imagery Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Road Centerlines</td>
<td>• High Resolution Color and Infrared Imagery*</td>
</tr>
<tr>
<td>• Site Address Locations</td>
<td>• Digital Elevation Models</td>
</tr>
<tr>
<td>• State Owned Real Property Inventory</td>
<td>• Light Detection and Ranging Points</td>
</tr>
<tr>
<td>• Facilities</td>
<td>– Hydrography</td>
</tr>
<tr>
<td></td>
<td>– Cultural Boundaries</td>
</tr>
</tbody>
</table>

* Enhanced Imagery and Elevation products may be purchased by local and county governments through the Cooperative Purchasing Program. Contact us at 614-466-4747 for details.
Geospatial Data Development

Ohio Location Based Response System - LBRS

SUPPORTING PUBLIC SAFETY EMERGENCY RESPONSE ROADWAY INVENTORY CRASH ANALYSIS NEXT GENERATION 9-1-1 CENSUS ENUMERATION

80 Counties Participating
120,090 Road Centerline Miles Collected
Over 4 million Field Verified Site Address Points Collected
Geospatial Data

Discovery & Distribution

Strategy:
Provide access to more than 40TB of geospatial data maintained by the State of Ohio through the GEOhio Spatial Information Portal, supporting the development, discovery and delivery of data and services to State and Local government partners as well as the general public.

Ohio Spatial Data Infrastructure Products:

- Imagery, LiDAR and Elevation developed through the Ohio Statewide Imagery Program
- Ohio Location Based Response System Street Centerlines, Site Addresses and ancillary source data maintained by County partners.

GEOhio Spatial Data Discovery Portal
Strategy:

Provide access to more than 40TB of geospatial data maintained by the State of Ohio through the GEOhio Spatial Information Portal, supporting the development, discovery and delivery of data and services to State and Local government partners as well as the general public.

Web Map and Data Services:

The GEOhio Map and Data Services portal is maintained by OGRIP to provide access to Ohio’s Spatial Data Infrastructure in the form of hosted map, image, and feature services, a customizable map interface, as well as links to State and Local Government mapping resources and spatial data download applications.
Ohio One Network & OARNET License Opportunities

Product Owners: Denis Walsh & Henry Smith
Email: dwalsh@oar.net
Office Phone: 614.292.9037
Email: henry.smith@das.ohio.gov
Office Phone: 614.629.8407
Ohio One Network

100 Gigabit Speed
1,850 miles of fiber

LEGEND

- 88 Higher Education Campuses
- 76 Higher Education Regional Campuses
- 23 K-12 Education ITCs
- 15 Local Governments or State of Ohio Agencies
- 30 Industry Partners
- 6 Health Care Facilities
- 9 Public Broadcast Stations
Ohio One Network

Ohio Data Centers

Network Status
Ohio One Network

• Shared Services
  – Access Circuits
  – Internet
  – VOIP
  – VMware
  – Salesforce
  – Service Now
Ohio One Network

Procedure for Ordering Services
Requirement: Must be a member of Ohio Cooperative Purchasing Program

• **Step 1** – Determine the size of the connection needed. Located on the state of Ohio’s Hosted VoIP Sharepoint portal, you can obtain a copy of the Technical Assessment Workbook (TAW) that includes a WAN Ratio calculator, allowing you to plug in the quantity of phones/users that you have and a few other details. The calculator will then provide a recommendation on the amount of bandwidth necessary for VoIP to function properly. The Sharepoint site may be found at: [https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Implementation.aspx](https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Implementation.aspx). For assistance with determining the bandwidth requirements, you may contact CBTS at 1-866-587-2287 or by email at incidentsngts@cbts.net.

• **Step 2** – Obtain a last mile connection to the Ohio One network backbone through a last mile provider.
  The last mile connectivity process is broken down as follows:
  To find local providers, please reference the [http://www.broadbandmap.gov/](http://www.broadbandmap.gov/) web site for information. Enter local address and providers serving the area will be displayed. Determine which providers can provide service in your area based upon comparing the list provided by the web site to the state contracted providers list on the state’s Telecommunications Contracts page located at [http://das.ohio.gov/Divisions/InformationTechnology/TelecommunicationsServices.aspx#4089153-ethernet](http://das.ohio.gov/Divisions/InformationTechnology/TelecommunicationsServices.aspx#4089153-ethernet).
Ohio One Network

- **Step 3** - Once a provider is selected, a ServiceNow order is created to include the provider of choice to the Ohio One Network, and any other services needed (i.e. CBTS VoIP) by accessing the ServiceNow portal located at [https://stateofohio.service-now.com/ess/](https://stateofohio.service-now.com/ess/). Cooperative Purchasing program members should already have access to this portal, but if access or assistance is needed, please visit this link for more information or support resources related to the Cooperative Purchasing program: [http://das.ohio.gov/Divisions/GeneralServices/ProcurementServices/CooperativePurchasing/tabid/304/Default.aspx](http://das.ohio.gov/Divisions/GeneralServices/ProcurementServices/CooperativePurchasing/tabid/304/Default.aspx).

  Ohio One Network Pricing starts at $16 per MB per month for internet services, with price decreases for needs above 10MB.

- **Step 4** – A switch or router from Ohio One Network is required on the customer premise to properly route voice traffic and to have the ability to connect to the Virtual Routing and Forwarding (VRF) instance that controls addressing and routing for the hosted VoIP solution. A router must be procured from Ohio One Network which will be installed at the client site to allow Ohio One Network the ability to also monitor the connection and troubleshoot circuit issues if they occur. If your organization is not already an Ohio One Network member, or state agency, there is a onetime non-recurring charge of $1500 for this device.

  Once a connection to Ohio One Network is established and configured, you will then have the necessary connectivity and ability to consume the State’s hosted VoIP solution.
State of Ohio
Security Improvements

David Brown, State Chief Information Security Officer
Email: david.allen.brown@das.ohio.gov
Office Phone: 614.644-9391
McAfee Endpoint Protection

Strategy:
Standardized on a centrally managed, comprehensive suite of endpoint protection products to provide consistent application of security policies and controls across agencies, increase visibility and provide multi-layered defenses. Currently being deployed throughout executive branch of state government.

McAfee Endpoint Protection Products:

- Complete Endpoint Protection - Enterprise
- Complete Data Protection - Advanced
- Policy Auditor for Desktops
- Risk Advisor
- Real Time Command for Desktops and Servers
- MOVE AV for Virtual Desktops and Servers
- Host Intrusion Prevention for Servers
- Total Protection for Servers
- McAfee ePolicy Orchestrator

Products can be purchased by local and county governments at state price points. Contact us at 614-644-9391 for details.
Qualys Vulnerability Scanning

**Strategy:**
Provide vulnerability scanning for the network and systems within the executive branch of state government, increase visibility of the vulnerabilities, and drive remediation to acceptable levels of risk.

**Features:**
- Asset Management
- Configuration Management
- PCI Compliance
- Unified Management
- Remediation Tracking
- Reporting
- Integration to AD, Event Monitoring (SIEM), firewalls

**State of Ohio Contract:**
The State of Ohio created a Master Cloud Service Agreement (MCSA). The contract number for the MCSA is MSCA0015.
Ohio Enterprise Shared Solutions

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Ohio Enterprise Shared Solutions

Service offering to lead key new initiatives that support delivery of Client services through Ohio Benefits for Ohio’s Agencies and Counties.

What initiatives are underway?

- LOTISS Integration: Facilitate and document requirements for integration with the State’s new long-term care case management system
- MCI Strategy: provide recommendations regarding data structure/quality, MCI governance to enable expansion beyond the Ohio Benefits programs

What future initiatives are there?

- Enterprise Help Desk (Counties and Citizens)
- Data Analytics
- LOTISS Integration (implementation)
Ohio has identified its guiding principles to achieve key success outcomes that drive change and transformation in Ohio.

**Guiding Principles for Success**

- Ohio Benefits Program Focus – Future Considerations
- Achieve Common Taxonomy / Forms
- Lesson’s Learned from Legacy System Customizations
- Focus on the “Common Good”
- Move Towards Support for Services
- Develop a Client-Centered System

**Key Success Outcomes**

- Improved scalability
- Decreased training time
- Shared case-processing across county lines
- Improved operational resilience and flexibility
- Established single citizen view across operations
- Increased collaborative and client-centric culture
- Improved operational visibility
- Developed common workflow across counties
- Built county options for shared services
- Increased resource management efficiency
- Reduced error rates
- Decreased citizen wait times
- Increased citizen self-service access
- Achieved common forms and taxonomy
- Promoted common client experience
- Reduced cost to serve

Ohio is working on several initiatives to drive integration across agencies to achieve key success outcomes.
Leveraging Ohio Benefits to Standardize and Streamline County Operations and Work flow

BRAND CAMP
THE DECISION MATRIX

SINCE YOU ASKED FOR CLARITY ON OUR DECISION-MAKING PROCESS...

I PREFER THE AMBIGUOUS CHAOS WE HAD BEFORE

OH NO, THIS IS JUST THE FIRST SLIDE
Ohio is a county administered state with 88 counties providing Human Services to its citizens. While a decentralized model empowers counties to serve their citizens, it resulted in technology fragmentation, non-standardized process and limits our counties abilities to coordinate across county lines and utilize county designed collaborative models.

**The Challenge**

Standardize and simplify county process, operations and organization structure while maintaining decentralized administration and decision making authority to support citizen services / outcomes.

**The Method**

Establish a cross county group of subject matter experts backed by county directors and launch a series of collaborative initiatives to understand the variation that exists today and seek solutions to address opportunities that improve operational effectiveness with a focus on our citizens.

Our first step was to focus on process standardization, simplification and improvement of end to end county workflow through a series of discovery workshops.

Similar county groups will be utilized for future initiatives that involve or impact county operations.
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 BI Timeline

<table>
<thead>
<tr>
<th>Q3 2014</th>
<th>Q4 2014</th>
<th>Q1 2015</th>
<th>Q3 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expanded Reporting Launch</td>
<td>Phase 1 SAS Analytics Launch (ODM Budget &amp; Forecasting)</td>
<td>Medicaid claims data from MITS available in BI Portal</td>
<td>Comprehensive Assessment and CASE Management (CACM) data available in BI Portal</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>July 2015 SNAP, TANF data available in BI Portal</td>
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</tbody>
</table>
OIT Data Center
Co-Location Services

Product Owner: Spencer Wood
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Data Center Co-Location Services include:

- Tier III Capable Data Center
- Diesel Generation Backup
- Uninterrupted Power Supply
- Climate Controlled Environment
- Pre-wired, Pre-positioned Rack
- Rack PDU
- CRAC and CRAC Power
Data Center Co-Location

Data Center Co-Location Services include:

- Pre-wired, Pre-positioned Rack
- Rack PDU
- CRAC and CRAC Power
- Fire Suppression
- Key Card Access
- Background Check
- Building Security
Customer Benefits Include:

• **Availability** – 24 x 7 x 365 Tier III capable data center with reliable uptime.

• **Cost-savings** - The consumer will save money by not having to incur additional expenses for personnel and equipment associated with building, staffing and monitoring a data center facility.
Data Center Co-Location

Customer Benefits Include:

• **Efficiency** - This service has various levels of redundancy built in as part of its architecture.

• **Support** - Service support is provided by experienced data center staff.
Questions?

Thank you!

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