IT Optimization – Accomplishments as of 12/31/13

Email – Single Platform

- Over 62,000 email accounts in service
- Migrated over 48,000 mailboxes from 84 agencies, boards/commissions. DYS and JFS remain.
- DYS is in process with Discovery, Requirements and Networking. April target transition timeframe
- JFS is in Discovery and Transition Planning. Fiscal Year end target transition

SOCC Remediation:

- Cleared out all "office" storage on the 1st Floor
- Completed Migration of State Staff from the 2nd floor of the SOCC
- Remediated the datacenter floor on the 2nd floor of the building
- Removed Walls and repositioning Computer Room Assets (CRAC & PDUs) in a logical order.
- Migrated Ohio Supercomputer Center (OSC) from building power to utility power, freeing up 25% more power (312KW) to support the Private Cloud Migrations.
- Began construction of new generator building.

Agency Server Migrations - Migrated the following agencies into the "Private Cloud" environment:

- Facility Construction Commission (33 Servers)
- Department of Health (153 Servers)
- Department of Natural Resources (103 Servers)
- Office of Budget Management (35 Servers)
- Mental Health and Addiction Services (85 Servers)
- Development Services Agency (4 Servers)
- EPA for Identity Consumption (1,300 Desktops)

Virtual Servers:

Capacity:

VMWare: Currently have capacity for ~1,500 images. As we incorporate agency hardware, that number will grow. Continue "right-sizing" of the VMWare Environment.

Progress:

VMware: We roughly doubled VM Images from 579 to 1041 images.
AIX: Deployed an additional 16 Virtual LPARs.

Storage Virtualization:

Capacity:

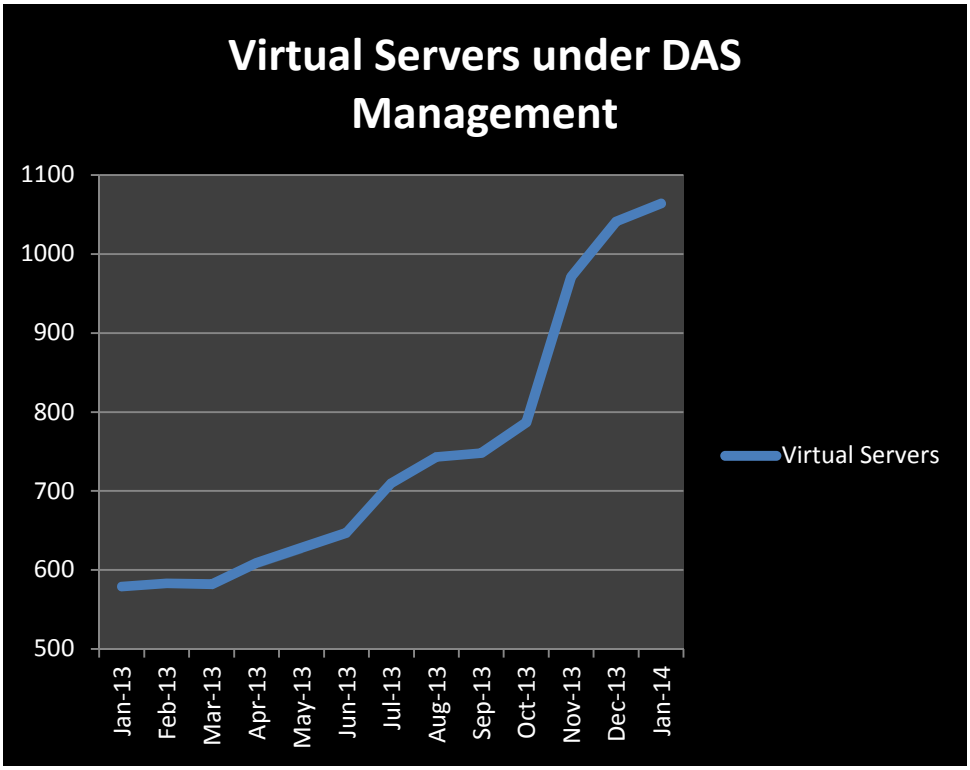
Production storage: 1,906TB. As we incorporate agency hardware that number will grow.
Backup Storage is nearing capacity at 1,160TB.

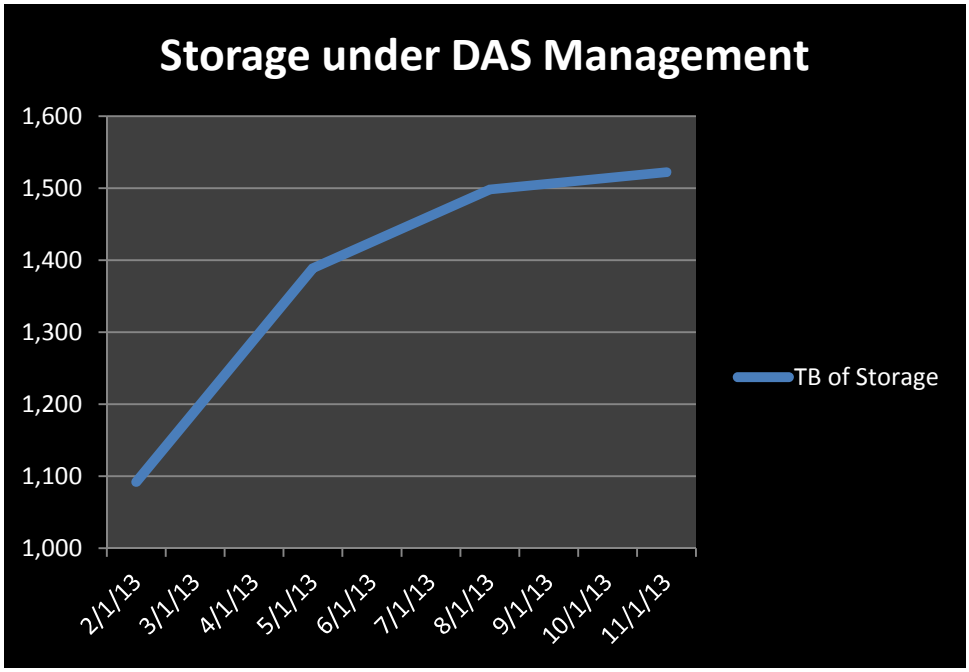
Progress:

Production Storage: Added 420TB of new storage into our environment for a total of 1,522TB of used storage.
Backup Storage: Added 256TB of backup data into our environment for a total of 807TB.

Office of the State COO | 1320 Arthur E. Adams Dr. | Columbus, Ohio 43221
Phone 614.644.9245| Cell 614.554.8734| Spencer.Wood@das.ohio.gov

Robert Blair, Director
Stuart R. Davis, Assistant Director/
State Chief Information Officer





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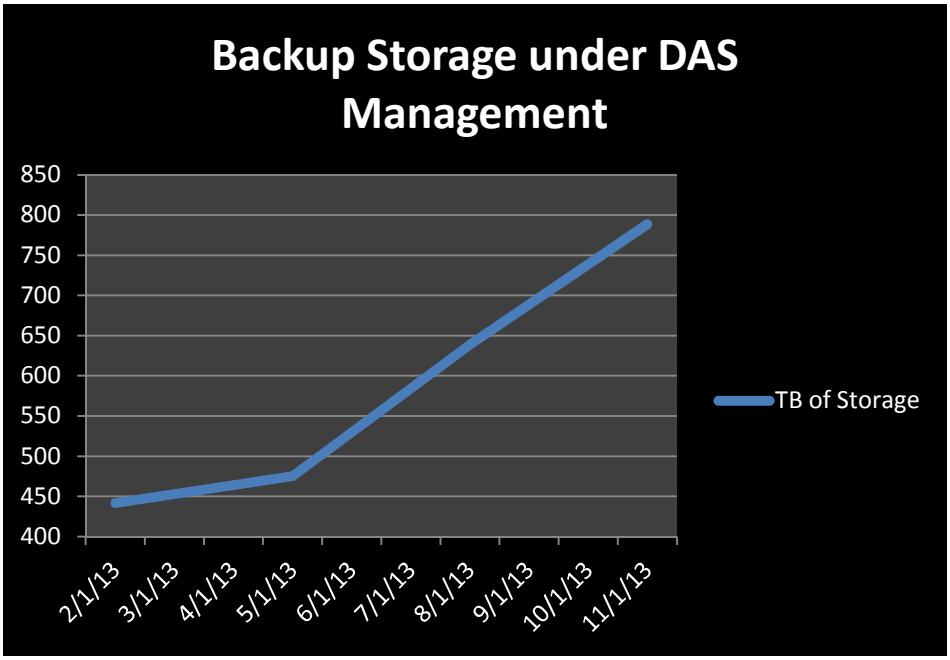

Identity Domain:

- Created an Identity Domain for consumption of shared solutions and services
- Migrated 1 agency for desktop consumption
- Migrated 12 agencies for email, SharePoint and Lync Consumption

Customer Support/Service Desk

- Migrating from end of life software ticketing tool (Footprints) to ServiceNow
- Negotiated ServiceNow seat license from $104 to $44 per seat
- Providing training to multiple agencies in a single instance

Voice over IP

- 12,585 users converted to VoIP
- 41 agencies, boards and commissions completed, 30 in process and 10 in the planning stages
- 455 SIP trunks connecting disparate VoIP systems to the state's solution have been deployed allowing agencies to leverage investment until end of life then convert to the central solution

Solution includes:

- Access-a-phone – Solution to accommodate users that are hearing or vision impaired
- MeetingPlace – Solution provides low cost audio conference bridging services to users
- Lync Click to Call – integration with the state's Lync presence to allow users to click numbers on screen and dial phone
- Local Admin Tool – custom tool allows local help desks support functionality such as changing passwords, deploying new phones, etc.
- Verasmart – Includes call detail reporting tool for agencies for real time data on phone usage
- Survivability –Designed a variety of survivability solutions to allow robust survivability for those that need it. Agile Networks wireless connectivity can also be used for redundancy.

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Mobile Device Management – automating mobile business processes, end-to-end procurement and recycling; 24/7 technical help-desk support and ongoing expense optimization.

- 15 Agencies Migrated (Aging, Commerce, BEMC (Broadcast Educational Media Commission), DAS, EPA, DODD, DNR, DOT, DPS, DRC, LOT, OBM, ODH, OOD, and TAX
- Mobile Devices Moved - 10,000
- Data Plans Reduction - Starting discussions on data plan reduction

Networking Efforts

- Planning, design and implementation of Integrated Eligibility (Ohio Department of Medicaid) network connectivity at Lazarus and SOCC.
- Decommission of OIT Enterprise Legacy CheckPoint Firewalls located at the State of Ohio Computer Center.
- Planning, design and implementation of POE switches and fiber network at the Vern Riffe Center to support the implementation of VoIP.
- Relocation of SOCC 2nd Floor OIT staff to room 312. Included design, planning and implementation of Local Area Network and VoIP Services.
- Relocation of SOCC IBM Team from Room 323 to room 143. Included design, planning and implementation of Local Area Network and VoIP Services.
- Relocation of Ohio Business Gateway Developers to the Rhodes State Office Tower.
- Upgraded the OIT Enterprise Data Center inner-tier firewall service to more robust security appliances.
- Migrated mainframe, Ohio Business Gateway, OIT file servers, and other data center services from legacy firewall cluster to newer, more robust security appliances.
- Health data center network migration to be completed 1/31/14.
- Enterprise Fax Service stood up and being used by Health as of 01/16/2014. Both BWC and Mental Health are discussing the possibility of utilizing the Enterprise Fax Service in the future.

Microwave Point to Point adoption

- Went from being in 3 counties 1/1/13 to 73 counties 1/1/14
- State Agency use- MARCS, OPLIN, ODOT, working with several others now (Turnpike, DPS, DNR)
- Local Government Entities - 9 (Orange Village, Xenia, Fairborn, Beavercreek PD, Beavercreek Fire, Licking County, Warren County, Mercer County, Toledo)
- Commercial Entities - 19

MARCS – $90M upgrade to the next-generation P-25, IP-based 700/800 MHz radio system, originally scheduled to be completed in July 2016.

- Project is ahead of schedule and will be completed on or before July 2015
- 214 of the 225 tower sites have been equipped with the next-generation radio gear.
- 82 sites are fully operational. All sites have the required FCC licensing.
- High bandwidth backhaul functionality, using a combination of above-ground microwave and in-ground fiber connectivity has been initiated. Connectivity is scheduled for all tower sites linked back to the Columbus, Lake County and Jefferson County Zone Controllers by July 2014.
- 70 of 93 MARCS Towers currently have fiber connectivity.

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- Increased bandwidth for 113 of the 218 towers from 1.5 to 5 mbps – reduced reliance on T-1s
- Entered into shared services agreements with several governmental entities, including:
    - The Ohio State University, Warren County, Clermont County, Clinton County, Jefferson County, Greene County, Licking County, Lake County, Franklin County, Union County, Summit County the City of Findlay and the City of Green.
- In 2013 added over 5,500 paying radio subscriptions to the platform.
- Working diligently to add up to 15,000 more paying radio subscriptions.
- Currently pursuing additional shared services agreements with:
    - the City of Columbus, Montgomery County, Butler County, Stark County, Trumbull County, Tuscarawas County, and the City of Cleveland.

As the result of the ongoing issues of safety in schools, MARCS conceptualized a dedicated use radio to employ in school building to allow instant notification to police agencies if help is urgently needed in the school – a police "fire alarm." $5M has been budgeted in the current State of Ohio operating budget to fund these "MARCS-in-Schools" radios.

Medicaid Elevation (EDI):
Migrated 4 services from JFS to DAS (HomeChoice Phase 1, EDI Phase 1, BEMS, Medicaid Internet). In process of migrating 185 remaining systems/services to DAS/Medicaid grouped in 11 Transition Waves.

Migrated 5 EDI Developers (1 supervisor/4 staff) and 5 EDI Call Center Support Staff to assume responsibility for EDI transactions for Medicaid.

Integrated Eligibility - Ohio Integrated Eligibility project will transform the state's health and human services benefit delivery for years to come. The project will:

- *Support Medicaid-eligible Ohioans* (eligible as of January 1, 2014)
- *Simplify eligibility* following the new guidelines through automated-technology processes
- *Transform and improve* the way over 15,000 county and state workers support Ohioans
- *Support multiple HHS programs* servicing millions of Ohioans
- *Improve the efficiency* of state and local services
- *Replace 30 years old CRIS-E Eligibility system*

Several phases to effort:

- October 1, 2013 – Launch of Ohio Benefits!
- December 9, 2013 – Ohio Benefits begins accepting applications for coverage 1/1/14.
- February 2014 – Medicaid coverage begins for newly eligible individuals; increased functionality in Ohio Benefits to support presumptive eligibility.
- First Quarter CY 2015 – Increased functionality in Ohio Benefits to support the remainder of Medicaid eligible individuals.
- First Quarter CY 2015– Increased functionality in Ohio Benefits to support SNAP and TANF.
- *Optimize technology* used by Health and Human Services through:
    - Modernizing eligibility systems and establishing an agile state enterprise technology platform based on an SOA architecture

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- Supporting the move from an agency-based model to a person-centric model by building self-service capabilities.
- Sharing information across state and local data systems through a centralized, flexible Logical Data Warehouse (LDW).

Accomplishments:

- Deployed the first incremental update to the Ohio Benefits and OIES systems to enable Medicaid Extension on 12/9/13, which extends Medicaid eligibility to additional Ohio citizens based on income eligibility, and also provides No Touch capabilities.
- Preparation included performance testing of 300,000 concurrent users and adding an additional 2,300 county users.
- Deployed an Operational Data Store and operational reports to enable effective metrics and support for State and County Workers.
- Provided more than 16,000 hours of training to state representatives and county workers, in a combination of hands-on instructor-led training and web-based training classes.
- Working with the Executive Committee of county Directors in subcommittees to formulate recommendations on different Shared Solutions models.

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