IT Optimization Implementation Update

January 9, 2014

Agenda

- Welcome – Director Blair
- IT Optimization Scope
  - Consolidated Plan Approach – Stu Davis
  - Data Center Operations – Spencer Wood
  - Network Operations – Henry Smith
  - Security – David Brown
  - Enterprise Applications – Deven Mehta
  - Enterprise Planning & Procurement – Dan Orr & Carolyn Chavanne
  - Financial Management – Steve Boudinot
  - Workforce – Cathy Herron
- Technology Board – Stu Davis
- Progress to Date – Director Blair & Stu Davis
- Q&A
- Adjourn

- Federated, decentralized IT environment is not sustainable
  - 26 Cabinet Agencies and over 70 Boards and Commissions
  - FY13 IT spend of more than $930 million
- More than 5,000 servers in more than 30 data centers
- More than 1,600 applications
  - 20% more than 10 years old
  - 54% more than 5 years old
  - Aging legacy systems (10-20yrs) are more expensive to maintain
- 14 separate statewide networks, $54M annual contract spend
- 2,500 IT professionals supporting duplicative IT functions
  - 32% of IT workforce eligible for retirement
- Competing projects distracting Agency focus and resources supporting infrastructure

Priority Strategies, Management Processes and Solutions	NASCIO PRIORITY	OHIO PRIORITY
1) Security	✓	✓
2) Consolidation / Optimization	✓	✓
3) Cloud Services	✓	✓
4) Project and Portfolio Management	✓	✓
5) Strategic IT Planning	✓	✓
6) Budget and Cost Control	✓	✓
7) Mobile Services/Mobility	✓	✓
8) Shared Services	✓	✓
9) Interoperable Nationwide Public Safety Broadband Network (FirstNet)	✓	✓
10) Health Care	✓	✓

Data Center Only

Data Center and Email
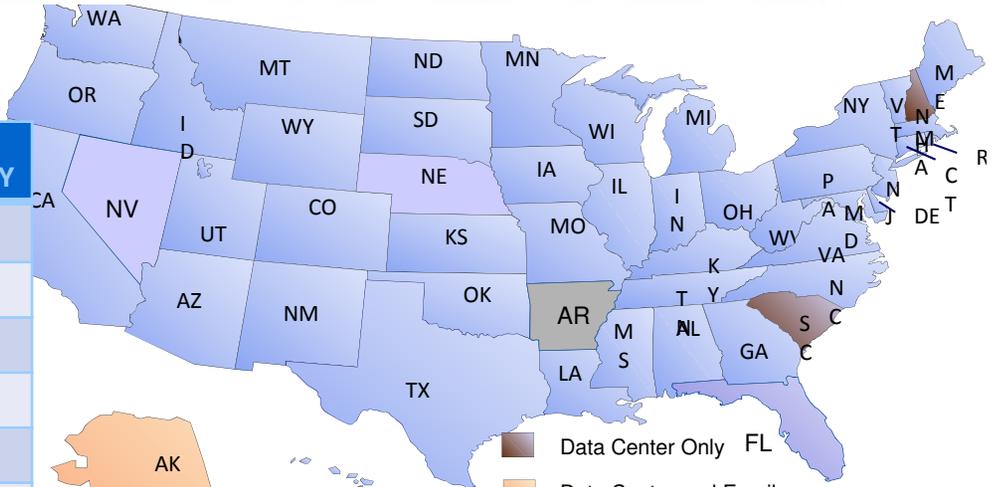
Priority Technologies, Applications and Tools	NASCIO PRIORITY	OHIO PRIORITY
1) Cloud computing: software as a service	✓	✓
2) Security enhancement tools: continuous diagnostic monitoring (CDM), digital forensics	✓	✓
3) Mobile Workforce: technologies and solutions	✓	✓
4) Enterprise Resource Planning (ERP)	✓	✓
5) Virtualization: servers, desktop, storage, applications, data center	✓	✓
6) Legacy application modernization/renovation	✓	✓
7) Business Intelligence (BI) and Business Analytics (BA): applications, big data	✓	✓
8) Disaster Recovery/Business Continuity	✓	✓
9) Identity and access management	✓	✓
10) Networking: voice and data communications, unified	✓	✓ [4]

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

Consolidated Plan - Bringing Value to Ohio

Key Ways IT Transformation will Bring Value to Ohio	
Cost Reduction/Cost Avoidance	• IT Cost Reductions - 15 to 25% • Workforce Reduction - approximately 400+ FTE through attrition/retirement • Cost Avoidance by leveraging existing resources, assets and past investments
Value Add Focus	• Focus on proprietary business applications that support employees & constituents
Quality & Process	• Adoption of standard policies, practices & procedures • Result - fewer disruptions in service, faster resolution times & better internal controls
Security	• Reduce # of devices, facilities, systems to patch & external access points • Build confidence that state is a trusted custodian of confidential & business data
Scalability	• Private cloud environment ensures scalability & flexibility through peaks & troughs of computing resource demand
Enterprise Automation Tools	• Leverage enterprise automation tools • Greater efficiency in IT operation, reduces manual error rates & enhances system availability
Skill Development	• Pulling IT expertise from across the state will result in cross training opportunities & skill development • Allow the state to replace long-term, high cost contractors with existing staff
Best Practices	• Adopt a standard set of industry best practices • Allows comprehensive market analysis & improves IT business decision making
Vendor Management	• Consolidation of contracts & technologies allows Ohio to leverage economies of scale

Consolidated Plan - Targeted Cost Savings

Target areas for cost reduction through IT Optimization

Target Area	Annual Cost	Conservative Savings Estimate		Optimistic Savings Estimate	
		%	Amount	%	Amount
Internal Labor**	$277,800,000	15	$41,670,000	25	$69,450,000
Contract/Consultant	$178,700,000	20	$35,740,000	30	$53,610,000
OIT billed Excluding Labor	$74,600,000		$0		$0
Maintenance/Lease/Rent/repair	$70,500,000	15	$10,575,000	25	$17,625,000
Hardware/Software Cost Avoidance*	$70,400,000	15	$6,315,000	25	$10,525,000
Misclassified	$64,500,000		$0		$0
Network	$46,100,000	20	$9,220,000	30	$13,830,000
Exempt Agency Direct	$15,500,000		$0		$0
Desktop Related	$14,000,000		$0		$0
Mainframe Exp	$12,100,000		$0		$0
Telecommunications	$7,900,000		$0		$0
misc	$5,600,000		$0		$0
Total***	$837,700,000		$103,520,000		$165,040,000

* Assumes that 60 Percent of hardware and software can be optimized

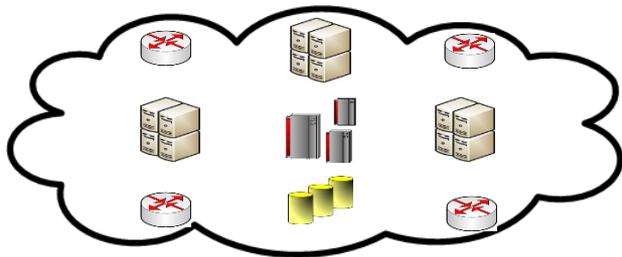** This would require a workforce reduction of between 380 and 650 respectively

*** Total does not include COPS

Consolidated Plan - Three Focus Areas
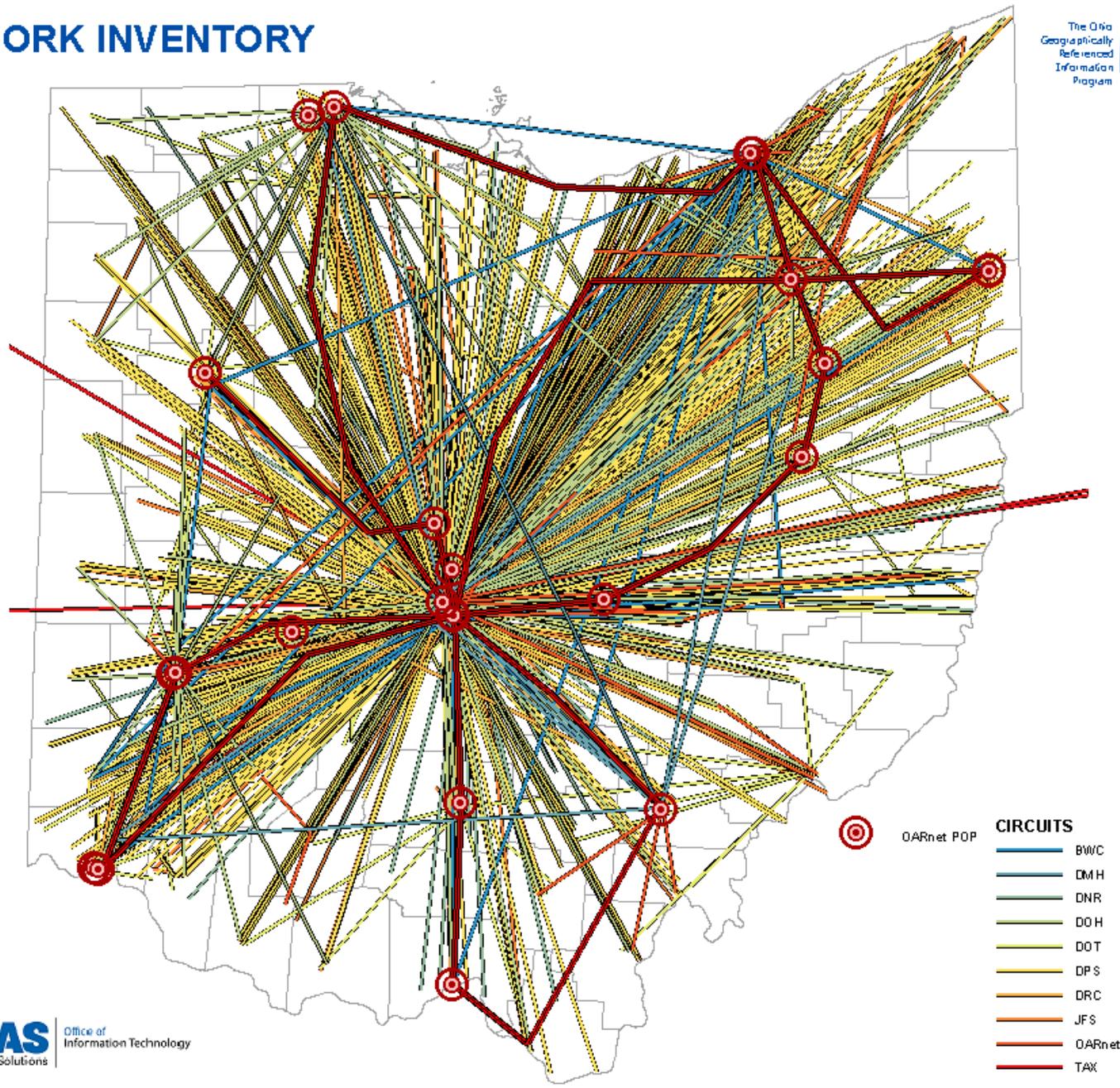
Ohio's Private Cloud

- Consolidate, standardize & integrate State's technical infrastructure

- Re-focus resources on applications that directly serve Ohio's citizens and businesses

- Work well underway…
  - SOCC Remediation
  - Ohio One Network
  - Storage & Server Virtualization
  - Storage & Server Consolidation
  - Mainframe Consolidation

Enterprise IT Shared Solutions

- Address common technology needs

- Provide tools & application platforms for collaboration, communication & data analysis

- Provide a platform for consumer specific application development

- Work well underway…
  - OAKS
  - Ohio Shared Services
  - MARCS
  - E-mail Consolidation
  - VoIP
  - E-Licensing /E-Payment Platform
  - BI Platform
  - SharePoint /Mobile App Platform

Online Services

- Provide easy to use, accessible & secure online services

- Deliver reliable and cost effective solutions

- Expand the scope of online services

- Work well underway…
  - OBG
  - Ohio Benefits
  - MyOhio

7

NETWORK INVENTORY

- Private Cloud
  - Server Administration
    - Providing Windows and Unix (AIX/Linux) Server Services
  - Storage Management
    - Providing Storage and Backup Service Management
  - 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.

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

Agency = DOH / Project	Start	End
Network		
IP Addressing	Complete	Complete
Network Extension	TBD	TBD
Virtual - Virtual Migrations (213)	10/07/13	11/03/13
Physical Migrations (94)	12/09/13	01/05/14
Tools Implementation	02/10/14	03/16/14

Agency = DMH / Project	Start	End
Network		
IP Addressing	Complete	Complete
Network Extension	TBD	TBD
Virtual - Virtual Migrations (209)	12/09/13	01/05/14
Physical Migrations (64)	01/20/14	02/02/14
Tools Implementation	03/24/14	04/27/14

Agency = DYS / Project	Start	End
Network		
IP Addressing	Complete	Complete
Network Extension	TBD	TBD
Virtual - Virtual Migrations (141)	01/27/14	02/16/14
Physical Migrations (48)	03/03/14	03/09/14
Tools Implementation	03/17/14	04/27/14

Agency = DOE / Project	Start	End
Network		
IP Addressing	TBD	TBD
Network Extension	TBD	TBD
Virtual - Virtual Migrations (230)	01/27/14	03/02/14
Physical Migrations (42)	03/24/14	03/30/14
Tools Implementation	02/10/14	04/13/14

Agency = ODOT / Project	Start	End
Network		
IP Addressing	TBD	TBD
Network Extension	TBD	TBD
Virtual - Virtual Migrations (358)	06/16/14	08/10/14
Physical Migrations (75)	04/14/14	06/01/14
Tools Implementation	04/28/14	08/17/14

Agency = ODRC / Project	Start	End
Network		
IP Addressing	Complete	Complete
Network Extension	TBD	TBD
Physical - Virtual Migrations (95)	11/29/13	TBD
Physical Migrations (46)	06/23/14	08/24/14
Tools Implementation	07/07/14	09/07/14

Agency = DPS / Project	Start	End
Network		
IP Addressing	TBD	TBD
Network Extension	TBD	TBD
Virtual - Virtual Migrations (297)	07/04/14	08/24/14
Physical Migrations (194)	09/08/14	12/21/14
Tools Implementation	07/21/14	12/31/14

Agency = BWC / Project	Start	End
Network		
IP Addressing	TBD	TBD
Network Extension	TBD	TBD
Virtual - Virtual Migrations	N/A	N/A
Physical Migrations (52)	10/20/14	11/23/14
Tools Implementation	11/03/14	12/07/14

Leverage lessons from pilot activities to adjust and minimize business impact

IT Service Management Tools

Agency = Pilot Project (Tentative)	Start	End	O 13	N 13	D 13	J 14	F 14	M 14	A 14	M 14	J 14	J 14	A 14	S 14	O 14	N 14	D 14
Network																	
IP Addressing	TBD	TBD															
Network Extension	TBD	TBD															
Virtual - Virtual Migrations (121)	N/A	N/A															
Physical Migrations (9)	N/A	N/A															
Tools Implementation	01/23/14	02/09/14					▮										

Agency = DAS/OIT Project	Start	End	O 13	N 13	D 13	J 14	F 14	M 14	A 14	M 14	J 14	J 14	A 14	S 14	O 14	N 14	D 14
Network																	
IP Addressing	TBD	TBD															
Network Extension	TBD	TBD															
Virtual - Virtual Migrations (635)	N/A	N/A															
Physical Migrations (359)	N/A	N/A															
Tools Implementation	02/10/14	05/11/14					▮	▮	▮	▮							

Agency = EPA Project	Start	End	O 13	N 13	D 13	J 14	F 14	M 14	A 14	M 14	J 14	J 14	A 14	S 14	O 14	N 14	D 14
Network																	
IP Addressing	TBD	TBD															
Network Extension	TBD	TBD															
Virtual - Virtual Migrations (113)	N/A	N/A															
Physical Migrations (20)	N/A	N/A															
Tools Implementation	05/05/14	06/01/14								▮							

Agency = OOD Project	Start	End	O 13	N 13	D 13	J 14	F 14	M 14	A 14	M 14	J 14	J 14	A 14	S 14	O 14	N 14	D 14
Network																	
IP Addressing	TBD	TBD															
Network Extension	TBD	TBD															
Virtual - Virtual Migrations	N/A	N/A															
Physical Migrations (9)	N/A	N/A															
Tools Implementation	05/05/14	06/01/14								▮							

Agency = ODJFS Project	Start	End	O 13	N 13	D 13	J 14	F 14	M 14	A 14	M 14	J 14	J 14	A 14	S 14	O 14	N 14	D 14
Network																	
IP Addressing	TBD	TBD															
Network Extension	TBD	TBD															
Virtual - Virtual Migrations (634)	N/A	N/A															
Physical Migrations (388)	N/A	N/A															
Tools Implementation	06/02/14	09/01/14										▮	▮	▮			

Agency = TAX Project	Start	End	O 13	N 13	D 13	J 14	F 14	M 14	A 14	M 14	J 14	J 14	A 14	S 14	O 14	N 14	D 14
Network																	
IP Addressing	TBD	TBD															
Network Extension	TBD	TBD															
Virtual - Virtual Migrations (141)	N/A	N/A															
Physical Migrations (93)	N/A	N/A															
Tools Implementation	08/11/14	09/14/14												▮	▮		

Agency = OBM Project	Start	End	O 13	N 13	D 13	J 14	F 14	M 14	A 14	M 14	J 14	J 14	A 14	S 14	O 14	N 14	D 14
Network																	
IP Addressing	TBD	TBD															
Network Extension	TBD	TBD															
Virtual - Virtual Migrations (108)	N/A	N/A															
Physical Migrations (0)	N/A	N/A															
Tools Implementation	09/08/14	10/05/14													▮	▮	

Agency = DODD Project	Start	End	O 13	N 13	D 13	J 14	F 14	M 14	A 14	M 14	J 14	J 14	A 14	S 14	O 14	N 14	D 14
Network																	
IP Addressing	TBD	TBD															
Network Extension	TBD	TBD															
Virtual - Virtual Migrations (311)	N/A	N/A															
Physical Migrations (2)	N/A	N/A															
Tools Implementation	09/29/14	11/02/14														▮	▮

Deploy tools in collaboration with agencies under change control

Network Operations – Henry Smith
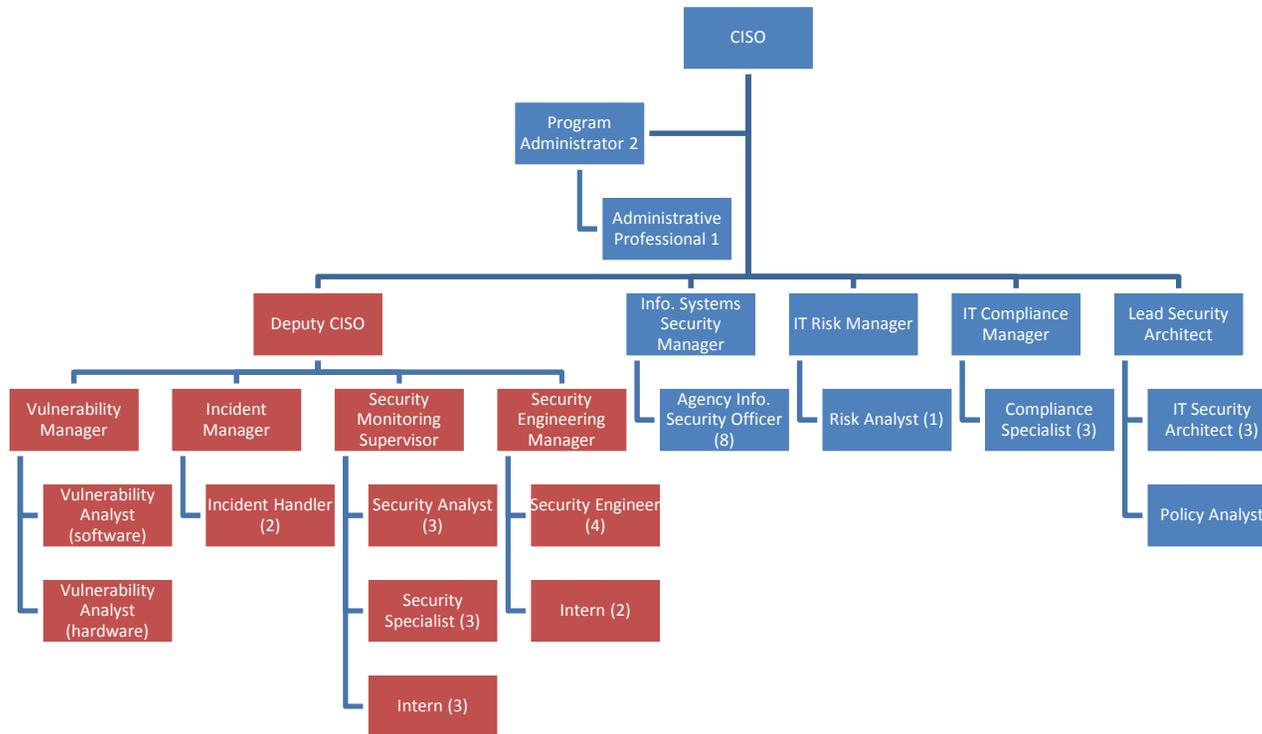
- IP Address Resolution:
  - How do we get it done
  - What is the timeframe
  - Why is it important

- WAN Consolidation:
  - How will it work and what are the benefits

- Data Center Consolidation:
  - What will that look like for the agencies

- Benefits Summary

Three General Efforts:

- Centralize Security Services

- Develop Common Solutions (Standardization)

- Staff Development

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

- **Security Services:**
  – Security Architecture
  – Risk Management
  – Security Compliance
  – Security Engineering
    - Endpoint Protection, Intrusion Prevention, SIEM, Web Application Firewalls, Database Activity Monitoring, Internet Filtering, Data Loss Prevention
  – Security Monitoring
  – Vulnerability Assessments & Penetration Testing
  – Incident Handling & Forensics
  – Security Program Management
  – Information Security Training and Awareness

- Phase 1 initiatives:
  - Enterprise Security Information & Event Management (SIEM)
  - Intrusion Prevention
  - Vulnerability Management & Pen Testing
  - Endpoint Protection
  - Web Application Firewalls
  - Operations Center

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

```
                                    CISO
                                     |
        Program                      |
        Administrator 2 ─────────────|
            |                        |
            Administrative           |
            Professional 1           |
            _____
           |              |          |            |              |
      Deputy CISO    Info. Systems  IT Risk   IT Compliance  Lead Security
                     Security       Manager   Manager        Architect
                     Manager
```

Deputy CISO branch				Info. Systems Security Manager	IT Risk Manager	IT Compliance Manager	Lead Security Architect
Vulnerability Manager	Incident Manager	Security Monitoring Supervisor	Security Engineering Manager	Agency Info. Security Officer (8)	Risk Analyst (1)	Compliance Specialist (3)	IT Security Architect (3)
Vulnerability Analyst (software)	Incident Handler (2)	Security Analyst (3)	Security Engineer (4)				Policy Analyst
Vulnerability Analyst (hardware)		Security Specialist (3)	Intern (2)				
		Intern (3)					

- Design and develop the vision, standards, and organization for Enterprise Applications and service delivery across the State enterprise

- Proprietary business application development and support will not be consolidated

- Existing competencies, projects, programs, and applications will be leveraged for the establishment of the State of Ohio Enterprise Application delivery organization

  - Initiatives to be leveraged include Health Transformation, State of Ohio Business Intelligence, OAKS ERP, and OBG

- Initiative will develop standards, policies, and procedures in key business application areas to improve efficiency and effectiveness in acquisition, development and support

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

- Enterprise Application Rationalization
  - Consolidation, migration, and retirement of disparate applications in order to improve the business value delivered by the enterprise application portfolio and reduce the cost.

- Application Modernization
  - Transition of the application portfolio to more-modern languages, architectures, and runtime environments.

- Application Standardization
  - Standardizing business processes and performance measures across the organization, incorporating the best ideas from across the enterprise, and driving change in performance.

- Standardization of Development Tools
  - Reduce number of supported tools and technologies allowing effective use of IT professionals/assets and achieve resource savings through economies of scale, resource pooling, and the elimination of duplicative technologies.

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

Ohio Integrated Eligibility objectives: Transform the state's health and human services benefit delivery for years to come.

- *Redesign business processes* helping offices gain efficiencies
- *Transform and improve* the way over 15,000 county and state workers support Ohioans
- *Improve the efficiency* of state and local services
- *Simplify eligibility* following the new guidelines through automated-technology processes
- *Support multiple HHS programs* servicing millions of Ohioans
- *Optimize technology* used by Health and Human Services

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

Key Accomplishments:

- Deployed the first incremental update to the Ohio Benefits and OIES systems to enable Medicaid Extension on **December 9th**, 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**.

Ohio's Health & Human Services Cabinet made a commitment to streamline its services and improve health system performance. Enterprise Business Intelligence responds to that commitment. More than just a data warehouse, it brings together technology, human capital and a set of business protocols to study, share and secure Ohio's public health data.

Release 1.0 – Eligibility Data

– Ad-hoc Reporting Available with first iteration February2014

Release 1.1 – MITS Claims/Provider Data

– Load MITS Data
– Provide Reports and Dashboards for ABMS Data
– Delivery Reports Training

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

- ## IT Strategic Planning

  – More interaction with agencies

  – Continued evolution of ALPS

  – Align staff to support a uniform approach to application and project portfolio management

- ## IT Procurement

  – A "concept to contract delivery", full-lifecycle approach.

  – Shift the current review and approval process from the procurement phase to the planning phase

  – Business requirements defined during the planning phase drives sourcing strategy

  – Proactive "category contract management" based on identified common business needs

IT Cost Recovery

Goal

- Creation of a new cost recovery rate model
    - Transparent – costs are easily identified
    - Dynamic – flexible and quickly adaptable to changing conditions
    - Longer term planning horizon – less annual rate volatility

Update

- Reviewing rate structure
    - Analyzing alternative methods of funding/cost recovery
    - Analyzing how costs are structured – central to an specific service or general administrative costs
    - Determining anticipated volume for each service
- Preparing recommendation for FY15 rates

IT Reinvestment Model

Goal

- Design a model for investing state resources in information technology. The model may add to or replace existing funds, charges, and mechanisms for supporting IT development

  - Reinvests a portion of State technology savings
  - Includes an initial investment in State IT Optimization

Update

- Developed a Reinvestment/Investment Options Matrix
- Analyzing options; initial recommendation planned for FY14, implementation planned for FY16

IT Expenditure Model

Goal

- A model that will enable consistent and automated reporting of enterprise IT spending, that will be used to document and report on IT expenditures.

  - Update IT account codes and job classifications, including identifying type of expenditures (i.e. Operational and Development)
  - Validate expenditure data
  - Create a report that will enable a semi-annual review of the status of statewide IT expenditures.

Update

- OBM planned implementation of FY15 revised Accounts Codes
- Created and validated FY13 Expenditure report
- Coordinating a recurring OAKS BI Expenditure report.

IT Asset Management

Goal

- Develop an asset management plan to manage OIT assets

Update

- Developed Internal Criteria to Evaluate Service Credit for Transferred Assets
- Developed an asset management roadmap
- Completed current state analysis
- Surveyed other states, organizations and agencies
- Documenting requirements; preparing final recommendation

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

Agency Info

- **Approved and signed PD**
- **Length of time vacant**
- **Reason for vacancy**
- **TO if different from WFP submission**
- **Detailed Position Justification reference from FAF**
- **Link to agency IT project prioritization**
- **Intent to post as continuous**
- ***If position is not listed on FAF or if position changes a MOD form is required**

Team Review

- **Position properly classified**
- **On FAF with detailed justification**
- **MOD form completed if needed**
- **Clear position justification**
- **Link to agency IT project prioritization**
- **IT OPT agency impact project review**

Response

- **Approved for internal to the state hire (post now)**
- **Approved for internal to the state hire (post continuous)**
- **Approved for a Project Employee**
- **More information is needed**
- **Repurpose existing agency staff member**
- **Denied look to reassign duties to other staff within the class plan**

Must clearly identify the need for the position specific to the agency

- **Single Incumbent** – only one person occupies that position or class in the agency

- **Extensive experience/knowledge in their field/area of expertise** – incumbent has specialized technical knowledge that is only acquired over time or through specialized education and training.

- **Difficult to replace from inside or outside the agency** – position or class for which the agency has difficulty finding qualified candidates, despite recruitment efforts.

- **Difficult to retain** – position or class for which the agency has difficulty retaining employees due to factors such as environment, job stressors, wage issues, shift issues, travel or type of client base.

- **Fills critical core function/operation** – exerts critical influence on organizational activities – operationally, strategically or both. When the agency lacks a key position incumbent or Critical Talent Class incumbent (can be at any level, any function or any location) it is apparent because important decisions cannot be reached, orders cannot be filled, production/projects cannot proceed, customers' needs cannot be satisfied, or bill are left unpaid.

- **Retirement Vulnerable** – Classifications and work units in which 10% or more of the employees are or will become eligible to retire by the end of FY 2014.

Adapted from the Position Prioritization Tool

- Approvals prior to the 11/17/13 Hiring Controls memo and not posted on OHMS (Careers.ohio.gov) as of 1/1/14 must go through the Strategic Staffing process for reconsideration.

- Approvals obtained through the Strategic Staffing process must be posted on OHMS (Careers.ohio.gov) within 4 weeks of the approval.

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

- IT Optimization weekly newsletter- Staffing Corner
- Training resources available:
  - UET/EDF/LearnIT Ohio/OLPD
  - Careers.Ohio.Gov (OHMS) job aids
  - Workshop to Success advertised on Careers.Ohio.Gov
- Job Interest Card on Careers.Ohio.Gov (OHMS)
- Clearly worded language on DAS job postings for IT positions for current state employees only.
- In Development:
  - Potential enterprise training in specific technologies
  - New learning groups in LearnIT Ohio

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

- Cross agency bidding agreement for the Central IT Organization positions (lateral, promotion, demotion)
- Additional selection tools to screen applicants available through DAS HRD
- Agency visits with HR and IT staff
- Workforce Plan review to identify impacts no later than 90 days prior to rolling on to the central service with Strategic Staffing Team
- In Development:
  – Potential cross agency bidding agreement for all IT positions enterprise wide
  – Work on additional agreement with Union for repurposing employees
  – Canvasing employees for interest .NET training

- DAS HRD – Jessica Schuster & Talent Management Team

- DAS OCB – Kristen Rankin, Mike D'Arcy

- DAS OES – Marissa Walter

- DAS OIT – Katrina Flory

- OBM – Todd Clark

Culture Shift – Technology Board

Restructure around Lines of Business (LoBs) – Agency CIOs report to LoB Lead and Directors
LoB Leads would report to the State CIO
Runs through Enterprise Architecture and Governance Process

Line of Business Lead	Line of Business Lead	Line of Business Lead	Line of Business Lead	Line of Business Lead
Health and Human Services	Business and Industry	Administration and Finance	Public Safety and Criminal Justice	Infrastructure and Environment
• Aging • DODD • MHAS • JFS • Health • MCD • OOD	• BWC • Commerce • DSA • PUCO • IC • Insurance • Taxation	• BOR • DAS • OBM • ODE • Lottery	• Adjutant General • DPS/EMA • DRC • DYS • DVS • Inspector General	• Agriculture • DNR • DOT • EPA
* Voluntary Participation	• Secretary of State*	• State Auditor* • HR/Senate/LIS* • Treasurer*	• Attorney Gen* • Public Defender* • Supreme Court*	

Goals of the Technology Board are to:

• Increase the level of adoption for enterprise shared solutions and services
• Identify new enterprise shared solution opportunities across common agencies that share business and technical components
• Manage enterprise shared solutions across LoB and work with the agency CIOs to leverage initiatives, resources, tools, infrastructure and solutions

Purpose and objectives of the Technology Board will be to:

• Ensure alignment with State strategies, enterprise architecture and major expenditures and purchases
• Provide guidance on the direction and development of strategies for future enterprise shared solutions
• Ensure adoption of current enterprise shared solutions
• Support prioritization of agency initiatives and projects
• Ensure budget controls are in place across agencies
• Facilitate resource alignment based upon business needs
• Create opportunities to share resources within/across LoB

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

- Outreach
  - 15 agency IT Staff meetings to date
  - Union IT Committee
  - State Audit Committee
- Ohio Integrated Eligibility launch
- Medicaid Elevation
- Email
  - 86 of 88 agencies migrated (57,000+ accounts)
  - DYS & JFS migrate early CY14
- SOCC Remediation
  - 2nd Floor remodel
  - OSC separate power
  - Broke ground on exterior power house
- Servers – DOH & DNR migrations

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

- VoIP
  – Contract established for $13 for basic service – potential annual savings of $3.2M as users migrate from Centrex
  – 12,000+ lines migrated to date

- Software Licensing – Service Now negotiated from $104 to $45 per seat

- OAKS HCM upgrade

- Maintenance Agreement – Consolidated Cisco agreement will save $1.5M for participating agencies

- Security
  – Extended Enterprise Security Information Event Manager to AOS and Commerce. Additional capacity for IE & JFS
  – Established penetration testing service
  – Centralizing staffing approach to support consistent practices

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

- ## Next Steps:
  - Consolidated IT Transformation Implementation Approach published
  - Plan the Work … Work the Plan
    - Staffing & budget
  - Organizational Change Management in place
    - Change agents
  - Communications
    - Weekly emails & Agency Meetings
    - Agency Director/CIO/HR/CFO Meeting – today
    - Vendor partner briefing – January 14

IT Optimization
INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

Thanks for your time…

Questions?

Feel free to send any questions directly to the IT Transformation Office at:
IT.Transformation@ohio.gov.

Stu Davis, Tom Croyle, Katrina Flory, & Spencer Wood
Office of Information Technology
Ohio Department of Administrative Services
30 East Broad Street, 39th Floor
Columbus, Ohio 43215

IT Optimization webpage: http://das.ohio.gov/ittransformation