

IT Optimization – Progress to Date June 2014

Email – Single Platform

- Over 60,000 email accounts in service
- Migrated over 50,000 mailboxes from 87 agencies, boards/commissions. JFS completing Transition Planning and will be migrating state employees through the September timeframe.

SOCC Remediation - Complete

- Increased the power capacity for the building;
- Added an additional protected power system;
- Increased emergency power capacity;
- Added three new diesel generators to the 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; and
- Remediated one floor to provide an additional 70,000 square feet of data center space.
- Consolidated State computing assets to the 2nd floor
- Repurposed 3rd floor to provide co-location services to education (k-12 & higher education) and local government entities.

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

- Facility Construction Commission (33 Servers)
- Department of Health (273 Servers)
- Department of Natural Resources (103 Servers)
- Office of Budget Management (88 Servers)
- Mental Health and Addiction Services (225 Servers)
- Development Services Agency (4 Servers)
- Department of Transportation (389 Servers)
- Department of Education (217 Servers)
- Department of Youth Services (94 Servers)
- Department of Rehabilitation and Correction (69 Servers)
- EPA for Identity Consumption (1,300 Desktops)

Virtual Servers:

Capacity:

VMWare: Currently have capacity for ~3,000 images. As we incorporate agency hardware that number will grow. Continue “right Sizing” of the VMWare Environment

Progress:

VMware: We nearly quadrupled our number of VM Images from 579 to 2127 images.
AIX: Deployed an additional 16 Virtual LPAR's

Storage Virtualization:

Capacity:

- Virtual Storage Allocated: 2,030TB.
- Network Storage Allocated: 61TB.
- Backup Service Customer Data: 870TB.

Progress:

- Virtual Storage: Migrated 220TB of production BWC storage at William Green building to State of Ohio Private Cloud Storage Service.
- Network Storage: Started provisioning Network Storage service with TAX STARS project being the first customer with ~60TB migrated in.
- Backup Storage: Added 63TB of backup customer data through consolidations.

Identity Domain:

- Created an Identity Domain for consumption of shared solutions and services
- Created a Child Identity Domain for Cloud Migrations
- Migrated 1 Agency for desktop consumption
- Migrated 12 agencies for email, SharePoint and Lync Consumption

Customer Support/Service Desk

- Migrated 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

Voice over IP

- 16,958 users converted to VoIP from 57 agencies, boards and commissions
- 24 agencies, boards and commissions with 4,000+ users are in process and 10 with 2,000+ 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.

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

- Migrated 12,000 mobile devices from 20 agencies
- Mobile Devices Cost Optimization Process – A meeting scheduled with CIO's and CFO's on July 18th to review the process.

Ohio One Network

- Circuit inventory forms completed from multi-tenant facilities in preparation for aggregate circuit recommendations – currently sequencing the conversions. The goal is to complete these conversions by June 2015.
- Current One Network conversion activities include:
 - Hilltop locations that includes circuits from DPS, ODOT, MHAS, EMA with estimated completion of October 2014
 - SOCC data center conversion to One Network with an estimated completion date of August 2014
- IP Address Conflict Resolutions:
 - 21 agencies require IP address resolution, to date 4 agencies have completed and 17 are in progress for completion by 12/31/14

Microwave Point to Point adoption

- Went from 3 sites in 3 counties January 1st, 2013 to 76 counties and 162 sites June 30th
- State Agency use- MARCS, OPLIN, ODOT, DPS, JFS, ODNR, Ohio State University, and Ohio Turnpike
- Local Government Entities- Currently servicing Orange Village PD, Xenia PD, Fairborn PD, Beavercreek PD, Beavercreek Fire, Licking County, Warren County, Mercer County, City of Toledo, Washington County, and Gallia County. Working with Clinton County, Hamilton County, Clinton County, and the City of Findlay
- Commercial Entities- 30

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 the first phase will be completed on or before July, 2015
- All 225 tower sites have been equipped with the next-generation radio gear.
- 122 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 September 2014.
- 70 of 93 MARCS Towers currently have fiber connectivity
- 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:
 - 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.
- Currently pursuing shared services agreements with:
 - the City of Columbus, Montgomery County, Butler County, Stark County, Trumbull County, Tuscarawas County, Richland County, Knox County and the City of Cleveland.

- In 2013 added over 5,500 paying radio subscriptions to the platform.
- Working diligently to add up to 15,000 more paying radio subscriptions
 - Current operating budget provided for grant funding to fire departments, who serve a population of 25,000 or less, the ability to fund up to \$50,000 per department in MARCS equipment and/or user fees
- Implementing MARCS in Schools
 - \$5M included in the current State of Ohio operating budget to fund these “MARCS-in-Schools” radios
 - 1332 schools have ordered Emergency School Radio’s through this grant program in 71 of 88 counties.

Medicaid Elevation:

- Electronic Data Interchange: All environments and staff have been migrated from JFS to OIT.
- Greek Systems: Two environments have been migrated. The remaining environments will be migrated by end of July.
- Stand Alone Systems: Requirements were developed and delivered to ODM for the improvement/replacement of the Cost Allocation Planning Information System (CAPIS)
- Network and Authentication testing: There are 3 Iteration tests for the network/app. authentication. Iteration 1 was completed and 85% of Iteration two completed. The remainder of iteration 2 and Iteration 3 will be completed in July.
- Desktop – End Point Computing vendor selected and on-site. PCs, Laptops, and printers have been ordered.
- Telephony and Contact Center: Current State document has been completed. Working with focus group of JFS/ODM/OIT to document future state.
- Intranet: Requirements and Design completed.

Ohio Benefits (Integrated Eligibility):

- October 1st 2013 Go Live
- Modified Adjusted Gross Income (MAGI) Extension and Expansion
- Automated Verification capability for MAGI applications using the Federal Data Hub (includes Social Security Administration, Department of Homeland Security, and Internal Revenue Service)
- No Touch Functionality
- Converted 26,000 Metro Health Individuals with no worker intervention
- Real-time interface with the Medicaid Management Information System (MITS)
- Completed processing of Ohio’s full backlog of outbound FFM accounts
- Enabled processing of Inbound FFM accounts
- Processed over 20,000 Inbound FFM Individuals with no worker intervention
- Enabled Ohio resident self service capabilities via an online consumer portal (with 0 reported performance issues)
- Established real time interfaces with federal systems, including homeland security, social security, IRS, Medicaid and Medicare
- Established real time interface with Ohio Medicaid claims system
- Worked closely with stakeholders from Ohio's Dept of Medicaid and Dept of Rehabilitation and Corrections to build a process that would allow for inmates to receive Medicaid coverage for in-

patient services. The impact of this new process has resulted in a savings of an estimated \$50K a day and an overall estimated yearly savings to the Dept of Rehab and Corrections of \$18M.

- Project costs are significantly under budget and only 8 percent of the federal Healthcare.gov project costs

IT Asset Management:

- Completed the development of IT Asset Management Plan detailing how Enterprise IT assets will be accurately accounted for and tracked.
- Established interim processes for transferring assets to OIT through the IT Optimization project.

Security:

End Point Protection: Centrally managed anti-malware scanning and signature database components, system firewall and other advanced protection components, all integrated with additional features such as device control, application control, endpoint encryption, data loss prevention (DLP), and configuration management.

Status:

- Product deployed at DAS, SERB, CSV, MARCS, DNR, EPA, OBM, ODH, DSA
- Current Statistics:
 - 3926 workstations deployed on protection agent across 9 entities
 - 2987 workstations deployed antivirus component across 3 entities
 - 15 machines deployed on web checking component
 - 20 machines deployed on HIPS
 - 886 servers on protection agent
 - 868 servers on antivirus component

Vulnerability Management: Implementing a platform to conduct vulnerability scans of systems and networks in each cabinet agency.

Status:

- Scanning in 5 Agencies - DAS, MHAD, DNR, ODH and EPA
- 5 Agencies in process - BWC, DoDD, ODE, JFS, DSA and ODE

SIEM (Security Information and Event Manager Initiative): SIEM tools collect security logs from many different sources and provide real-time event correlation and alerting to potential attacks and security violations. Implementing SIEM technology will make it possible for all cabinet agencies to comply with controls stipulated in the Consensus Audit Guidelines (CAG) and the National Institute of Standards and Technology (NIST) Special Publication 800-53.

Status:

- Agencies Reporting to SIEM - DAS, EPA, DNR, DODD, AOS, OOD
- Agencies in process -Medicaid, JFS, COM and DSA

Intrusion Protection: Intrusion detection Systems (IDS)/Intrusion Prevention Systems (IPS) are critical security architecture components. They enable IT administrators to secure the enterprise environment. Implementing intrusion prevention technology will produce compliance for all cabinet agencies with controls stipulated by the Consensus Audit Guidelines (CAG) and the National Institute of Standards and Technology (NIST) Special Publication 800-53.

Status:

- IPS sensors have been configured and installed on the network
- Continuing to configure IPS management tool
- IPS resource started

Workforce:

- Hiring To Date:
 - Security: 8 positions (Information Security Officers/ ITC3 and IT architect 1)
 - Data Center Services: 13 positions (Infrastructure Specialists, IT Managers)
- Agency's currently being supported by the central Security model
 - Security Officer: DPS, ODE, DSA, DODD, Medicaid
 - Security Architects: EPA, DNR, Health
- Letters of Agreement established with OCSEA
 - Project Employee (12/13)
 - Cross-agency bidding (6/14)
 - Training (6/14)
- 18 Agency Outreach meetings conducted with IT Optimization leadership and agency IT staff