IT Transformation

All Hands Meeting

12 August 2013
# IT Optimization All Hands Meeting Agenda

**State of Ohio IT Transformation All Hands Meeting**

<table>
<thead>
<tr>
<th>Date:</th>
<th>12 August 2013</th>
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<tbody>
<tr>
<td>Time:</td>
<td>1:30-2:30 PM</td>
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<tr>
<td>Location:</td>
<td>Riffe, 19th Floor, Room 1948</td>
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## Agenda

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<th>Agenda Item</th>
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<td>Convene and Thank You</td>
<td>Stu Davis</td>
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<td>Examples of Proposed Projects/Services</td>
<td>Stu Davis</td>
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<td>IT Transformation Implementation Approach</td>
<td>Stu Davis</td>
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<td>Bringing Value Through IT Transformation</td>
<td>Stu Davis</td>
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<td>Conceptual Roadmap</td>
<td>Tom Croyle</td>
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<td>Future Engagement Opportunities &amp; Staffing Updates</td>
<td>Katrina Flory</td>
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<td>Closing Remarks</td>
<td>Stu Davis</td>
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Opening Remarks
Stu Davis, State CIO
• All of the groups met their IT Transformation deliverable requirements.

• Realize it was a very tight timeframe to identify, process, and compile information.

• Close collaboration paid off!

• Result is an IT Transformation approach that not only benefits the State, but Ohio’s citizens & businesses as well.

<table>
<thead>
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<th>Subcommittees:</th>
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<tr>
<td>BRM ✓  NOP ✓</td>
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<tr>
<td>DCO ✓  SEC ✓</td>
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<tr>
<td>EAP ✓  UCIA ✓</td>
</tr>
<tr>
<td>EPSVM ✓  WT ✓</td>
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<tr>
<td>FM ✓</td>
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<th>Horizontal Function Groups:</th>
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<tr>
<td>EARC ✓  ITSM ✓</td>
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Examples of Proposed Projects/Services

A lot of great ideas submitted to the Core Team for review….

…… Detailed Review of Transformation Plans, Budget Estimates & Staffing Plans

…… 30+ Projects Proposed, 40+ Services Proposed

BRM Proposed Projects:
• Establish BRM Office
• Service Request Models for Catalog
• Service Level Targets & Performance Metrics

DCO Proposed Projects/Services:
• Migrate agency services to new service
• Move agency equipment to center
• Mainframe Consolidation
• Storage Consolidation
• VMware Cluster Consolidation
• DR Second Site
• Virtual Server, Cloud, Mainframe, Storage & DR Services

EAP Proposed Projects/Services:
• Enterprise Application Organization Build
• SOA/Enterprise Service Bus
• Portal
• ERP, BI & HHS

EPSVM Proposed Projects:
• Entp. IT Strategic Planning
• Entp. IT Smart Sourcing
• Entp. IT Service Portfolio Mgt.

FM Proposed Projects:
• IT Cost Recovery Model
• IT Asset Mgt. Plan
• IT Expenditure Model
• IT Reinvestment Model

NOP Proposed Projects/Services:
• WAN Core Implementation
• Data Center/LAN Implementation
• One Network

SEC Proposed Projects/Services:
• Intrusion Protection System
• Web Application Firewall
• Internet Filtering
• End Point Protection
• SEIM
• Data Loss Prevention (DLP)
• Vulnerability & Threat Management
• Security Program Management
• IR & Forensics
• Privacy Management & Consulting
• Privacy & Architecture
• Security & Privacy Training & Awareness

UCIA Proposed Projects/Services:
• Identity Management
• VDI
• SharePoint
• Mobile Strategy
• Integrated Eligibility
• DODD Imagine Initiative

WT Projects:
• Project Employee Agreement
• Staffing Plan Template & Instructions
• Staffing Plan Instructions OWA Addendum
• Quick Win Training Letter
• Technology List
IT Transformation
Implementation Planning Approach

Stu Davis
Implementation Planning Approach

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
  - VDI
  - Storage & Server Virtualization

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...
  - E-mail Consolidation
  - VoIP
  - E-Licensing Platform
  - BI Platform

Online Government 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
  - myOhio
  - Integrated Eligibility
Bringing Value Through IT Transformation

Stu Davis
# Bringing Value to Ohio

## Key Ways IT Transformation will Bring Value to Ohio

<table>
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<tr>
<th>Category</th>
<th>Details</th>
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| **Cost Reduction**              | - IT Cost Reductions - 15 to 25%  
- Workforce Reduction - approximately 400+ FTE through attrition/retirement                                                        |
| **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                                                      |
IT Transformation
Conceptual Roadmap
Tom Croyle
2012
• Working group of OIT and agency CIOs determine “A-D” Transformation Plan
• Working group identified 9 functional areas that had potential benefit to state IT
• OIT management approached agency directors to request a loan of resources to investigate and plan potential benefits in these 9 functional areas

2013
• Kickoff of 9 teams, totaling 111 state employees with the objective to produce “E-Z” plans
• SOCC Remediation Begins
• Transformation Plans delivered in June
• Transformation Plan finalized, approved, staffed and funded in September
• Wave 1 launches in September

2014
• IT Central Office org structure finalized
• Agency liaisons and Application/Integration Competency Centers begin operation
• Rate structure is redesigned for better alignment with competitive pricing
• ITSM retooling completed
• Service Catalog redesigned
• Common IdM adopted statewide

2015
• Security/backup/restore standards adopted statewide
• Telecom contracts consolidated statewide
• IT Strategic Planning alignment with Program Planning completed
• Inter-agency data sharing initiative provides single portals for reporting and access to services

2016
• Infrastructure license agreements consolidated and renegotiated

2017
• all agencies adopt OneNetwork
• All Agencies Adopt (HCM/Fin/Time) Apps
• Transform Wave 4 Start
• Transform Wave 4 Complete
• All Agencies Adopt State DR site/standards
• BACKOFFICE BI/DW Complete
• Transform Wave 3 Start
• Transform Wave 3 Complete
• All Agencies Adopt (HCM/Fin/Time) Apps
• Vendor Portal Complete
• Services Rate Structure Redesigned
• 2nd Site DR Data Center Complete
• Transform Wave 2 Start
• Transform Wave 2 Complete
• 2 Agencies Adopt OneNetwork
• Internal Data Center Consolidation Complete
• Transform Team Kickoff
• SOCC Contract Start
• Transform Wave 1 Start
Future Engagement Opportunities & Staffing Updates

Katrina Flory
• While the initial effort to develop the IT Transformation Plans for the individual focus areas is complete, there will be additional opportunities to assist in the effort.

• As projects launch, the IT Transformation Office will be seeking assistance to complete initiatives.
  – Temporary Staffing Approach
    » Through volunteers and/or recommendations
    » Engage agency IT & HR in process

• The IT Transformation Office will ensure that project opportunities are communicated through various channels, including:
  – Weekly IT Transformation E-mail Communications
  – Regular Updates to the IT Optimization Information Center Web Site
    http://das.ohio.gov/Divisions/InformationTechnology/ITOptimization.aspx
Future Engagement Opportunities & Staffing Updates

• Permanent Staffing Approach
  – May vary by function – post/fill, lift & shift
  – Engaged in discussions with DAS OCB, OCSEA and Joint IT Committee

• Workforce Plans
  – IT Optimization is focused on infrastructure and core services
    » Server, storage, mainframe, network (WAN), e-mail, VoIP
    » Consider NOT filling these positions as they vacate
    » Project Employee
  – Identify Opportunities
    » Build temporary project teams
    » Centralize functions
Closing Remarks

Stu Davis, State CIO