

OCIO FY14 Update
DAS Customer Council - June 2, 2014

1. Building the IT Brokerage for the State of Iowa – Active Engagements

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|---------------------------------------|---|
| 1. E-mail and Productivity RFP | <i>Continued work to grow and develop the network of State contracts for IT goods and services. Extensive work with state agencies to standardize, centralize, and make available master agreements that all can use.</i> |
| 2. SAS – Business Analytics | |
| 3. Infogroup – Data Services | |
| 4. ESRI – Geospatial | |
| 5. HR Systems Consultant | |
| 6. Portal Services – Iowa Interactive | |

2. OCIO Implementation – Progress to implement Iowa Code Chapter 8B

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|--|---|
| 1. Funding available July 1, 2014 | <i>Work proceeded during FY14 to build and create the account funds and structures to support financial, payroll, HR, billing, and pricing activities of the new office. This work included the evaluation of existing agency processes, systems, and procedures to help plan for the transition.</i> |
| 2. Account codes and financial setup | |
| 3. Transition planning and strategy | |
| 4. Coordination with DAS and DOM | |
| 5. Administrative supports | |
| 6. New financial tools (Apptio) | |
| 7. New customer support tools (ServiceNow) | |

3. Centralized governance and oversight of day-to-day operations

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| 1. Close coordination with DAS-ITE | <i>Throughout FY14 the OCIO has been actively engaged with virtually every agency of state government. Work with DAS-ITE has focused on close coordination, direction, and guidance related to consolidation activities, procurements, and operations.</i> |
| 2. Oversight of agency IT hire requests | |
| 3. IT purchasing support (Microsoft EA) | |
| 4. Agency engagement | |
| 5. IT Governance | |
| 6. Selective consolidation support | |

4. Next Steps

Building the people, processes, and systems to support a world class IT environment for the State of Iowa and its citizens! Emphasis in FY15 will include new announcements regarding cloud technologies, mobile computing, financial transparency, citizen engagement, and efficiencies to align with the Governor's strategy.

Progress Report



Building an IT brokerage to support the State of Iowa
A 4-Part Initiative...

1. Centralize Administration
2. Broker Services
3. Consolidate
4. Improve Processes

Better! Faster! Cheaper! **IT Brokerage**

| | | | | | | |
|--------------------------|---|---|---|---|---------------------------------------|---|
| Centralized Admin | Funded by FY15 Approp | IT Financial Oversight | IT Project Mgmt | HR Study - IT Skills | Leadership Function | Inventory |
| | Funded by eventual agency participation | Procurement/Contracts <input checked="" type="checkbox"/> | Billing & Pricing <input checked="" type="checkbox"/> | IT Governance <input checked="" type="checkbox"/> | IT Standards <input type="checkbox"/> | IT Legal Support <input type="checkbox"/> |

Brokered Services 2013-2014 Contracts Established

| | | |
|--------------------------------|---|-------------------------------------|
| 3 rd Party Services | Mobile Device Support Verizon - Award 10/12 | <input checked="" type="checkbox"/> |
| | Fixed Price Web Design IA firms - Award 10/13 | <input checked="" type="checkbox"/> |
| | Portal & E-Gov Apps IA Interact. - Pending | <input checked="" type="checkbox"/> |
| | Statewide Geospatial ESRI ArcGIS - Award 9/13 | <input checked="" type="checkbox"/> |
| | Public Website Hosting Dell - Award 2/13 | <input checked="" type="checkbox"/> |
| | IT Staff Augmentation CAI - Award 8/12 | <input checked="" type="checkbox"/> |
| | IT Financial Management Apptio - Award 7/13 | <input checked="" type="checkbox"/> |
| | Cloud Server Hosting Verizon - Award 12/13 | <input checked="" type="checkbox"/> |
| | IT Research & Support Gartner - Award 3/13 | <input checked="" type="checkbox"/> |
| | Statewide Helpdesk Cloud ServiceNow - Award 6/13 | <input type="checkbox"/> |
| | Mainframe Support Unisys - FY15 Goal | <input type="checkbox"/> |
| | Cloud Based E-Mail & Apps In process - FY15 Goal | <input type="checkbox"/> |
| | Enterprise Content Mgmt In process - FY15 Goal | <input type="checkbox"/> |
| | Managed Infrastructure Goal is FY15 | <input type="checkbox"/> |

Internally Managed IT Infrastructure

- Campus Networking
Upgraded in 2013
- Desktop Support
Reorganized in 2013
- Datacenter
Upgraded in 2013

Continues to be supported

← Migrate (from Brokered to Internally Managed)

← Migrate (from Internally Managed to Brokered)

Assess to determine better, faster, cheaper

Consolidated 2013-2014 Consolidation Projects

| | | |
|------------------------------|--|-------------------------------------|
| Agency IT Systems | I DR SW Development Completed 5/13 | <input checked="" type="checkbox"/> |
| | I DR IT Infrastructure Completed 5/13 | <input checked="" type="checkbox"/> |
| | ABD IT Infrastructure Completed 11/13 | <input checked="" type="checkbox"/> |
| | IRGC IT Infrastructure Completed 11/13 | <input checked="" type="checkbox"/> |
| | Med Examiner IT Infrastructure In Process - 2014 Goal | <input type="checkbox"/> |
| | IWD Datacenter Shutdown In process - 2014 Goal | <input type="checkbox"/> |
| | IDPH Datacenter Shutdown In process - 2014 Goal | <input type="checkbox"/> |
| | DNR IT Assessment 2014 Goal | <input type="checkbox"/> |
| | Consolidate Software Licenses In Process | <input type="checkbox"/> |
| | Statewide Enterprise Software License Agreements | |
| Vendor Support | <input checked="" type="checkbox"/> | |
| Audit Compliance | <input type="checkbox"/> | |
| Volume Discounts | <input type="checkbox"/> | |
| Symantec | <input checked="" type="checkbox"/> | |
| Microsoft | <input type="checkbox"/> | |
| Oracle | <input type="checkbox"/> | |
| IBM | <input type="checkbox"/> | |
| Statewide Software Inventory | <input checked="" type="checkbox"/> | |

Support Brokered Services

Improved Processes

- Reducing call wait times
- Enhancing Info Security
- 24x7 Incident Response
- Service Monitoring
- Reporting and Metrics

Standardized **Agile** **Reliable** **Efficient** **Collaborative** **Secure**

= In Process
 = Completed