Change Liaison Update
IT Centralization
November 23, 2021

➢ Program Highlights

➢ Secure End User Services Status & Branding

➢ SEUS Centralization Milestones

➢ Reallocation Options for Merit employees

➢ Q&A

Program Highlights

- New SEUS program manager, Jeff Moore

- Service Catalog now on-line, enhancements in-progress to add Search, Policy/Procedure links, and yearly rate sheet

- IT Centralization website redesign underway to highlight SEUS

- SEUS training curriculum in design (DTI & agency)

- FY'22 Centralization initiatives in-progress including OMB, DHR and DSHA

- Planning underway for FY'23 memo billing in preparation for shared service cost model

IT Centralization Workstream Status

Secure End User Services Pilot
November 2021

Overall Status:	
Status Indicators:	
Performance to Plan	
Project Risks	
Issue Resolution	
Dependencies	

Objective

Secure End User Services (SEUS) equitably delivers the essential technologies and tools for a productive, secure State workforce. Deliverables in this work stream include actions required to ensure operational readiness, agency transition to DTI service delivery, and the completion of work stream deliverables required to support SEUS.

Key Deliverables

- Pilot centralization of EUS technologies with OMB and DHR prior to enterprise implementation
- Model chargeback with OMB and DHR in preparation for enterprise rollout
- Align staff reallocation to phased approach
- Establish clear definition of scope, transition plan, and funding for pilot

Achievements

- Completed hiring of new project manager – Jeff Moore
- Initiated PPS project charter definition

Issues/Risks/Opportunities

- A "rolling" implementation of services and staff onboarding may cause confusion around service delivery responsibility
- Results in a multi-phased approach to reallocate assets, staff, and functional duties
- First time implementing a consumption based chargeback model

Upcoming Activities

- Socialization of the Secure EUS and cost model
- Complete project charter and approval(s)
- Complete project manager onboarding, staff introductions.

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SEUS Branding

SEUS...share the message!

Secure End User Services (SEUS) equitably delivers the essential technologies and tools for a productive, secure State workforce. Agencies and workers benefit from standard enterprise tools, security, training, governance, and 24x7x365 support. SEUS is comprised of six enterprise components: Service Desk, Desktop, Network / Connectivity, Voice Services, Email / Collaboration, and Security Suite. These critical services are funded by a consumption-based (per-employee/month) cost recovery model.

Brand Logo

IT Centralization Workstream Status

IT Centralization Program
November 2021

Overall Status:	
Status Indicators:	
Performance to Plan	
Project Risks	
Issue Resolution	
Dependencies	

Objective

Apply phased approach to IT Centralization beginning with Secure End User Services (SEUS). Execute the ITC Playbook to successfully reallocate technology and personnel assets to DTI. Gain agreement from each agency on the target support model and SLA.

Key Deliverables

- Secure End User Services scope definition by agency based on assessment data, impact analysis, and DTI recommendations
- Agency Summary Report, staff reallocation plan, fiscal statement
- Centralization business case and project implementation

Achievements

- OMB, OCG support of SEUS and aiding in cost model pilot and implementation planning
- OMB Summary Report, Staff Reallocation plan (agency level)
- Program-level Staff Reallocation proposal ready for review and approval by OMB and DHR

Issues/Risks/Opportunities

- Agency funding required prior to the cost model implementation; DTI properly funded
- Appropriately reallocating agency managers in merit position to DTI; DSHA resource reallocation
- DTI prioritization of centralization projects and resource availability

Upcoming Activities

- Staff Reallocation proposal review with OMB/DHR
- DHR Summary report finalized and presented
- OMB/DHR centralization business case and projects created and resourced
- Operational readiness work stream activity

SEUS Centralization

Fiscal Year	Agency	DTI Implementation Activity
FY22	OMB & DHR: SEUS Pilot DSHA: SEUS Production	Memo billing process ServiceNow workflows, CMDB MoU, Partner Service Agreement Onboarding/transition plan
FY23	DSCYF, DOL, Legacy ITC agencies: SEUS Production	Cost model system changes ServiceNow Procurement, Risk, Compliance modules Agency Dashboard Workforce modernization
FY24	Pensions, DEMA, DSP: SEUS Production	Shared service cost model SEUS process standardization
FY25	DHSS, DOE, DELJIS, DOC: SEUS Production	SEUS centralization complete for In-scope agencies Address opt-in requests

Merit Employee Reallocation

Employees *with* Supervision responsibilities

Two position options in reallocation to DTI:

1. Choose to be reclassed to a DTI position*
2. Remain Merit and continue to work within grade managing 1+ staff

Employees *without* supervisory responsibilities

1. Choose to be reclassed to a DTI position *
2. Remain Merit in current job title

*60-day decision period

Open Q & A

Open Q & A

Email questions and agenda topics to:

DTI_IT_Centralization@delaware.gov

Website

https://dti.delaware.gov/digital-innovation/itc/

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