Change Liaison Update
IT Centralization
October 26, 2022

➢ Program highlights

➢ SEUS Program Focus

➢ Q&A

Program Highlights

- Transition of program responsibilities – Jeff Moore (program deliverables), Ed Moran (DSHA centralization)

- SEUS metrics dashboard development complete and focus group held on 10/24 for feedback; implementation plan pending final edits and leadership approval

- Standard CMDB/CI template and System Support Guide storage in ServiceNow established for agency centralization

- SEUS process workflows improvements and Service Catalog updates

- Cost Model review held with OMB on 9/1, pending November discussion for FY'24 plan

IT Centralization Workstream Status

IT Centralization Program
October 2022

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

- Presentation of proposed FY'23-24 cost model to OMB
- DSHA reassessment and preliminary schedule
- SEUS metrics defined and dashboard developed
- Revised ServiceNow CMDB, CI templates for SEUS
- Defined SEUS add-ons and exclusions
- Established SN knowledge base for System Support Guides

Issues/Risks/Opportunities

- Availability of resources to complete required planning tasks
- Pending decision on financial support from the state to complete ITC, fund DTI directly or chargeback to agency
- DSHA budget concern for IT Centralization

Upcoming Activities

- Metrics dashboard rollout planning
- SEUS Catalog edits and SLA addition
- SEUS process and workflow review (Ops & SN)
- SEUS PPS contract enhancements
- Document annual administrative tasks

SEUS Process Initiatives

The following initiatives require a coordinated effort to apply resources effectively and identify efficiency improvements in delivering SEUS services. Program team to summarize scope, cross-impact of initiatives, prioritize and delivery schedule for SEUS.

Request Fulfillment Process (Project)
- Updates to the ServiceNow request process workflow
- Create an improved service experience for the customer

Identity Life Cycle Management – Onboarding (Project)

ServiceNow Modernization
- SEUS granted top priority
- Vendor resources engaged in current planning

LEAN Process Improvement
- Opportunity to review workflows prior to development efforts

SEUS Program Focus

Improve Service Delivery

- SEUS-critical process analysis
- Prioritization of improvement effort
- Modern workflow design
- Improved user access and experience
- Appropriate level of approval
- Inventory management for license and device
- Essential routing for fulfillment and fiscal activity
- Documented and repeatable
- Lean process review

- Inconsistency across service and delivery methods
- Complex or incomplete workflow
- Varied levels of process accountability between DTI and requesting agency
- Customized code
- Required data (inventory, pricing, etc.) outside of ServiceNow

Remove Inefficient Processes

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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