# IT Centralization
# Monthly Information Session
# Agenda – March 25, 2020

❖ Program Status

- COVID19 Impact

- Roadmap Update

- Current Activity

- Metrics

❖ Change Management

❖ Mailbox

❖ Open Q&A

# COVID19 Impacts

- Kick-off meetings – DOE, DELJIS, Housing, Elections

- Assessments in-progress – DHSS, DSCYF

- Assessments pending – DEMA, DOC

- DTI review of assessment data (resources)

- Successor activities such as:

  - Follow-up meetings

  - Staff Surveys

  - Summary Reports

# Roadmap
## Revised March 2020

**2021 +**
**DIGITAL GOVERNMENT**
- Data Center Brokered Services
- Evaluate new technology
- Enhance Citizen Services

**2020 Q3-Q4**
**ENTERPRISE IT**
- DTI Delivers or Brokers IT Services
- Desktop-as-a-Service Contract
- Mainframe Brokered Services
- Initiate Staff Migration Plan
- Service Catalog Linked to Chargeback Model
- Standardized Service Level Agreements
- Standardized Statements of Work
- Link New/Renewing SLAs to Chargeback Model

**2020 Q1-Q2**
**SHARED SERVICES**
- IT Governance Model Operational
- Refine ITC Model
- Agency Assessments
- Brokering Selected ITC Services
- Staff Migration Plan
- Vendor Management
- Refine Data Center strategy
- Refine Mainframe strategy

**2019 Q3-Q4**
**CENTRALIZE EXEC BRANCH**
- Kick-off ITC with Agencies
- Engage IT Governance Representatives
- Establish Agency Review Priorities

**2019 Q1-Q2**
**LEGISLATIVE ACTION**
- Contract Review Continues
- Update DTI Enabling Statute
- Refine Chargeback Model

**2018 Q4**
**PLANNING**
- Staff Planning
- Contract Review
- Desktop-as-a-Service
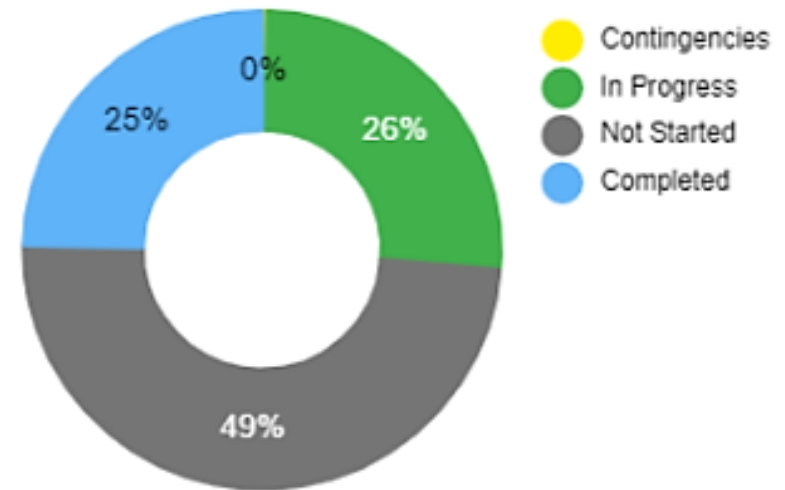- Chargeback Model
- Governance Model

LEGEND:
Planning
*Anticipated Implementation*

# IT Centralization Status

## Current Activities:

- Assessment data template creation and DTI review: OMB, DHR, DOL, Pensions, DSCYF, DSP

- Assessment data collection in-progress: DHSS

- FY'21 Cost Model review sessions with OMB

- Device-as-a-Service operating model development

- Timekeeping requirements by function

- Position profile development

- ServiceNow enhancements

### Status Summary



- Contingencies
- In Progress
- Not Started
- Completed

0%
26%
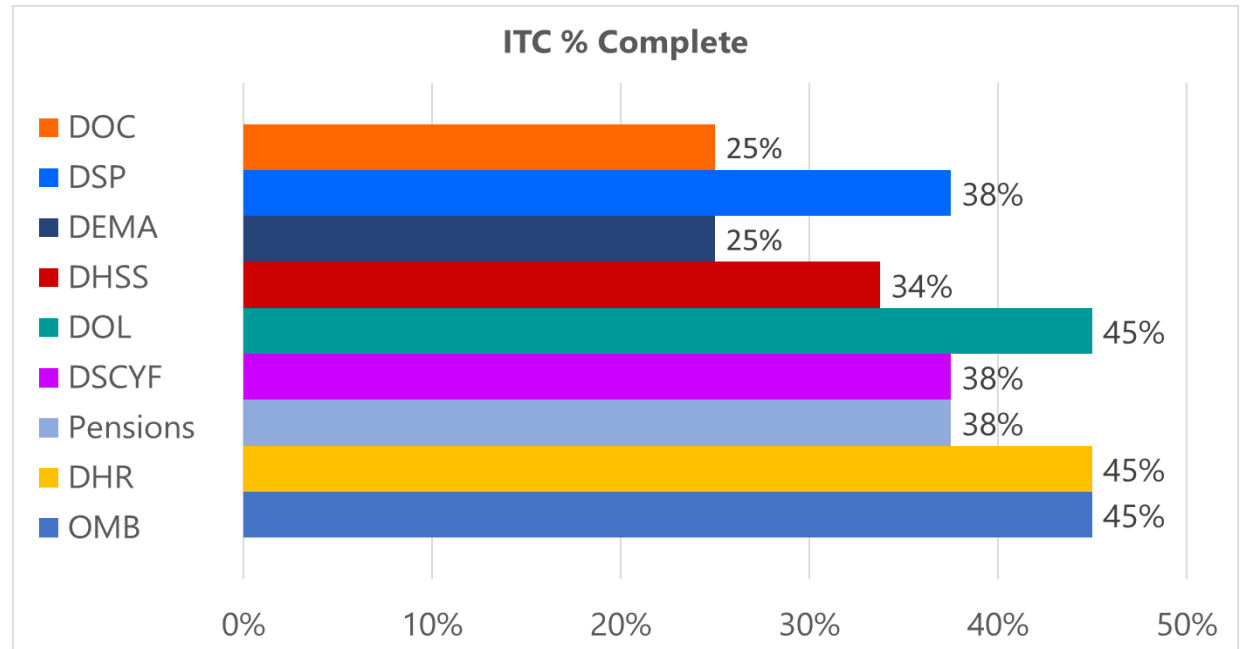25%
49%

**Completed Tasks:** ⬆ 8%

# Technology Centralization

Assess → Collaborate → Integrate

## Centralization Milestones:

1. Kick-off Meeting
2. IT Assessment
3. Summary Report
4. Integration

### ITC % Complete

| Agency | % Complete |
|--------|-----------|
| DOC | 25% |
| DSP | 38% |
| DEMA | 25% |
| DHSS | 34% |
| DOL | 45% |
| DSCYF | 38% |
| Pensions | 38% |
| DHR | 45% |
| OMB | 45% |

# Change Management
# OCM Goes Virtual!

- Personnel Surveys Status

  - OMB/DHR complete

  - DOL complete

- Open House planning started

- FAQ's being revised based on feedback

# Mailbox

**Question:**

Do DTI App Developers have administrator rights on their computers? Do they have full admin access, or do they have to put in a ticket to do updates of their development software, etc.?

**Answer:**

DTI Application Delivery (AD) does not have "full" Admin rights. This is limited to the Enterprise Desktop/LAN team. AD does have elevated rights to allow the developers to update some development tools.

# Open Discussion

*Feedback welcome:*
*DTI_IT_Centralization@delaware.gov*

*ITC website:*

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