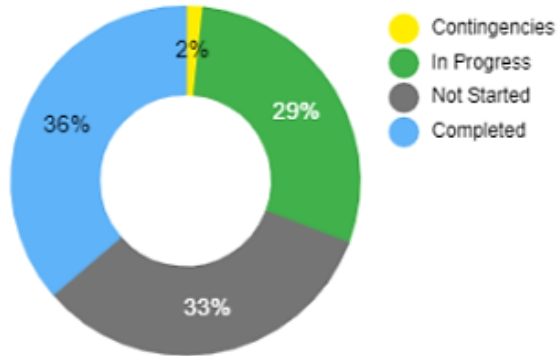# IT Centralization
Monthly Information Session
Agenda – July 29, 2020

❖ Program Status

- Metrics & Focus
- Agency Activity Schedule
- Data Collection Template (revised)
- System Support Template

❖ Staff Reallocation

❖ Change Management

❖ Open Q&A

IT Centralization Status

Status Summary

Legend:
- Contingencies (yellow)
- In Progress (green)
- Not Started (gray)
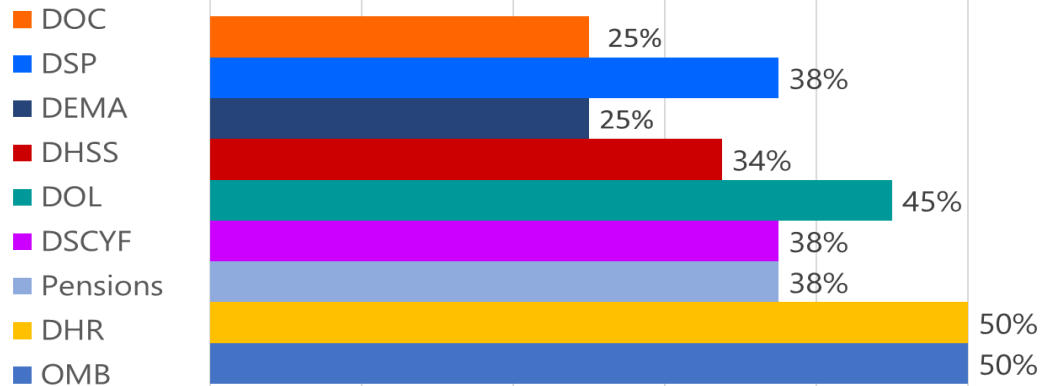- Completed (blue)

2%, 29%, 33%, 36%

Program Status
- 65% complete or In-progress
- Kick-off and assessment pending
- Progressing assessment data analysis
- Progressing work stream deliverables

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

ITC % Complete

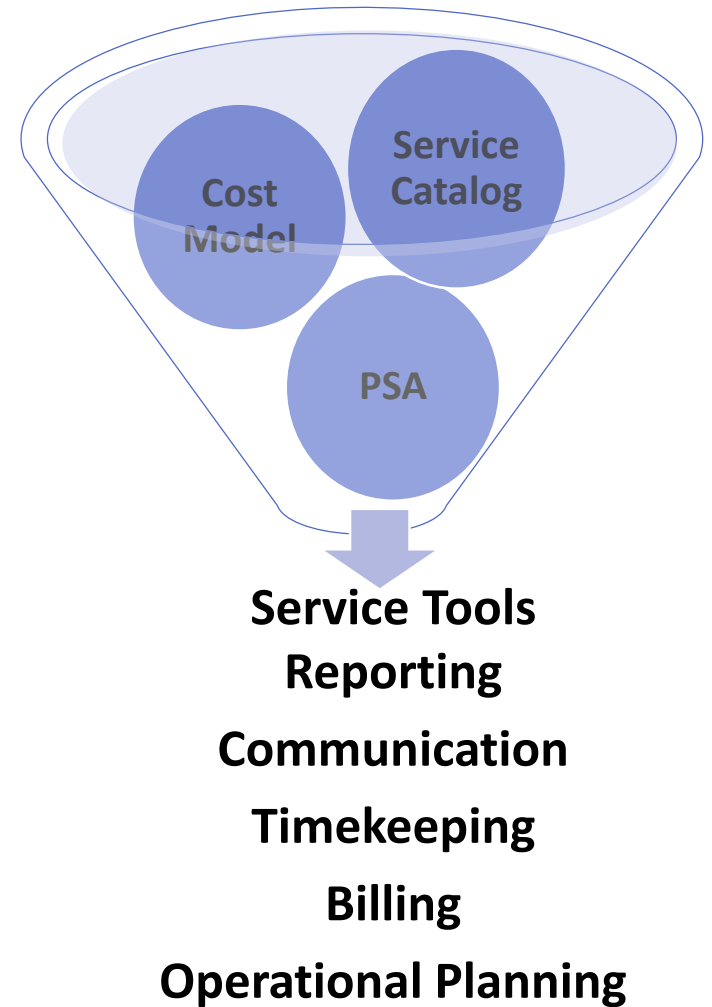| Department	% Complete
DOC	25%
DSP	38%
DEMA	25%
DHSS	34%
DOL	45%
DSCYF	38%
Pensions	38%
DHR	50%
OMB	50%

IT Centralization Status

June/July
1. OMB/DHR Summary Report
2. DSCYF Data Analysis
3. Cost Model Implementation Project
4. Position Profiles drafted
5. Service Catalog
6. Contract Analysis
7. Enterprise SLAs

Aug/Sept
1. DHSS Application/Data Review
2. DOL Application/Data Review
3. DSHA Assessment
4. Position Profiles approved (DTI only)
5. ServiceNow Request enhancements
6. Service Catalog
7. PSA, Contract development

Cost Model

Service Catalog

PSA

Service Tools

Reporting

Communication

Timekeeping

Billing

Operational Planning

Agency Kick-offs and Assessments

Kick-offs

- ✓ Delaware State Housing Authority
- • Pending: Education, Elections, DELJIS

Assessment working sessions

Agency	Activity	Target Timeline
DSCYF	Data review sessions	✓ Complete
DHSS	Application/Data review	August - September
DSHA	Initial Assessment	August - September
DOL	Data review sessions	September - October
Pensions	Data review sessions	September - October
DSP	Data review sessions	November - December

- • Pending: DEMA, DOC

Data Collection Template

Master Data Collection Additions

- Server: Security, Licensing, Ports

- Applications: Disaster Recovery, Support (EDL, Service Desk), Application Development

- Database: Support, Maintenance, Data Retention

- Service Desk: Customer Profile, Operations & Staff, Apps & Issues

- Devices: Inventory required, Questionnaires

New: System Support Guide

Purpose:

- Provide a complete view of each system

- Use assessment & guide data to populate ServiceNow for support (up-to-date CMDB)

- Reference for cross-training, maintenance, issue resolution

- Develop ITC & future opportunities based on common systems, infrastructure, etc.

Next Steps for Data Collection

Required Activity:

- Republish collection template to each agency (includes previously provided data)

- Meet with IT Directors, team members to review System Support Guide and aid in developing system information

- Work together to ensure ServiceNow data contains the required information to support the agency

Staff Reallocation

When am I reallocating to DTI?

- Goal to complete technical assessments and skills surveys by end of March '21

- FY'21 personnel reallocation to be determined

When do I become an exempt employee?

- Ability to transition staff to a DTI exempt position is built into the chargeback model

- Schedule dependent on guidance from OMB

Salary Changes with Reallocation

Will my salary increase when I reallocate to DTI?

- It depends…an employee's current salary may fall within the DTI salary range for their position

- Ability to adjust salaries is built into the chargeback model

- Workforce Modernization project to develop new position profiles, career path, and salary range is currently in-progress

- Department Human Resources must review & approve new job classifications

Change Management

- Personnel Surveys Status

- Virtual Open House planning started

- FAQ's being revised based on feedback
(updated this week)

Open Discussion

Feedback welcome:
DTI_IT_Centralization@delaware.gov

ITC website:

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