Change Liaison Update
IT Centralization
May 26, 2021

➢ Program Status

  ➢ Work Streams

➢ Implementation Strategy

  ➢ Secure End User Service Package

  ➢ FY'22, 23 fiscal impact advice
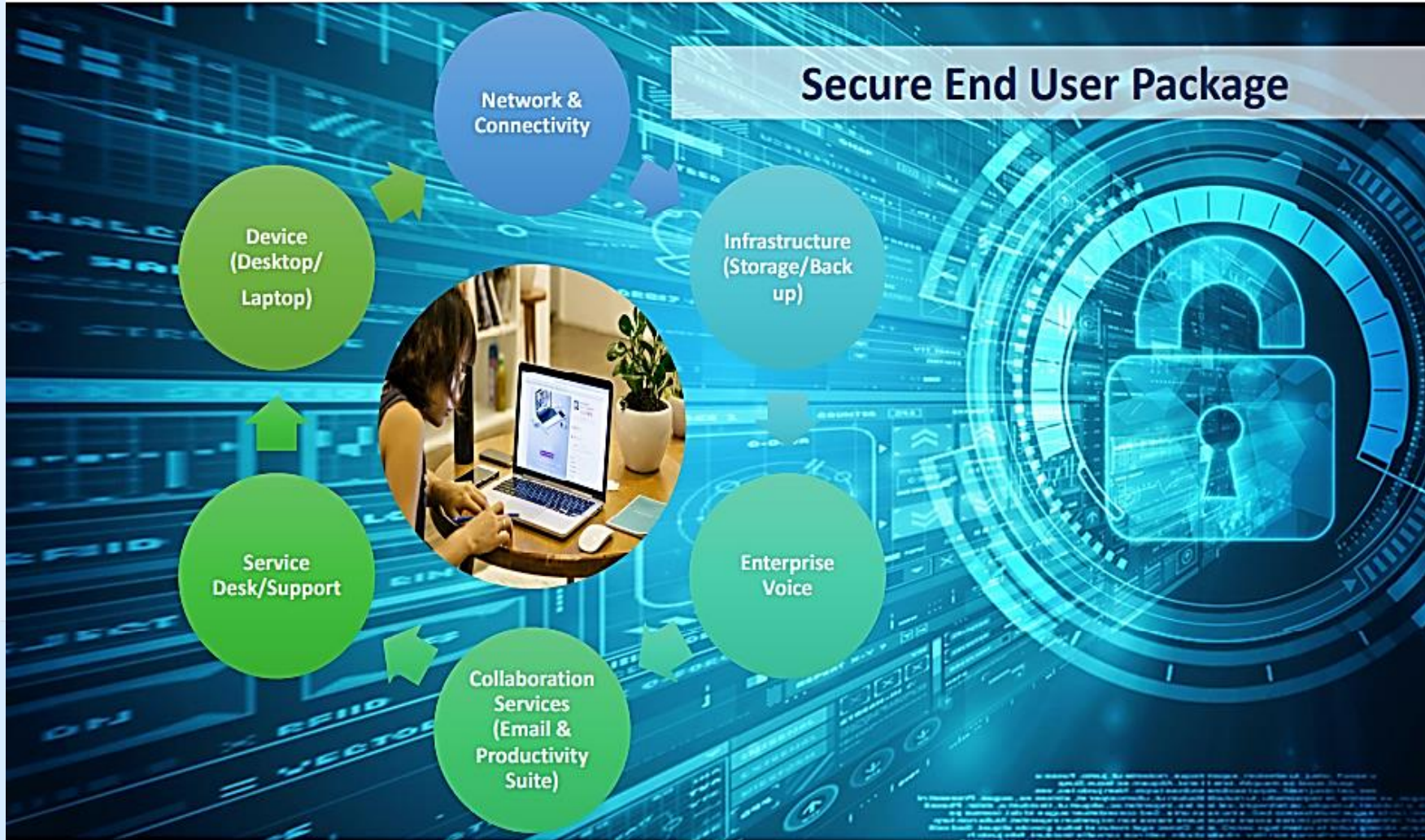
➢ Concerns/Q&A

Program Highlights

- ServiceNow workflow improvements and new Procurement workflow

- Timekeeping solution implemented

- Phase 1: Secure End User Services (EUS) Package
  - ✓ Justin Day to sponsor EUS

- FY'23 Cost Model in development

- Position Profiles remaining to be completed:
  - AD/ERP
  - DCI
  - Security

Program Milestone Status

Centralization Milestone	Status
Agency Kick-off Meetings	DELJIS, DOE and non-Executive Opt-in pending
Agency Assessments, data analysis	New/Updated assessments and review/revision required
ITC Implementation Plan	Phase 1 Secure End User Services (EUS) Package scope analysis, definition in progress
ITC Staff Reallocation Plan	Definition in progress; Agency collaboration required Organizational Model Dependent on EUS scope
Finalize Shared Services Chargeback Model	Pending consumption analysis, OMB/Agency review Secure End User Services, FY'23
Standardized Service Level Agreements Standardized Statements of Work Link New/Renewing SLAs to Chargeback Model	Dependent on EUS scope Agency engagement during summer of 2021
Service Catalog	July 2021, ServiceNow and web development in progress
Centralized procurement, vendor contract management	August 2021, ServiceNow development in progress

Phase 1 Implementation Strategy

Secure End User Package

- Network & Connectivity
- Infrastructure (Storage/Back up)
- Device (Desktop/ Laptop)
- Enterprise Voice
- Service Desk/Support
- Collaboration Services (Email & Productivity Suite)

Secure End User Service Package

Why Secure EUS?

- Products and services with the greatest consumption across the enterprise

- Areas with a high risk profile

- Standard tools, services, and delivery methods in place to support growth

- Limits required investments in Year 1

Secure End User Service Package FY'22 Objectives

- Collaborative planning with agency partners

- Address funding with OMB

  - No new chargeback

  - Legacy contracts remain in place

- Secure End User Services (EUS) Package:

  - Precise definition, including cost in time for FY'23 budget cycle

- Operationalize Secure EUS

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FY'23 Agency Guidance

- Continue normal agency budget planning and request process

- Engage agency IRM, CES to plan technology projects and communicate required technical investments

- Prepare FY'23 technology service consumption data in preparation for implementation of the Secure End User Service Package

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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