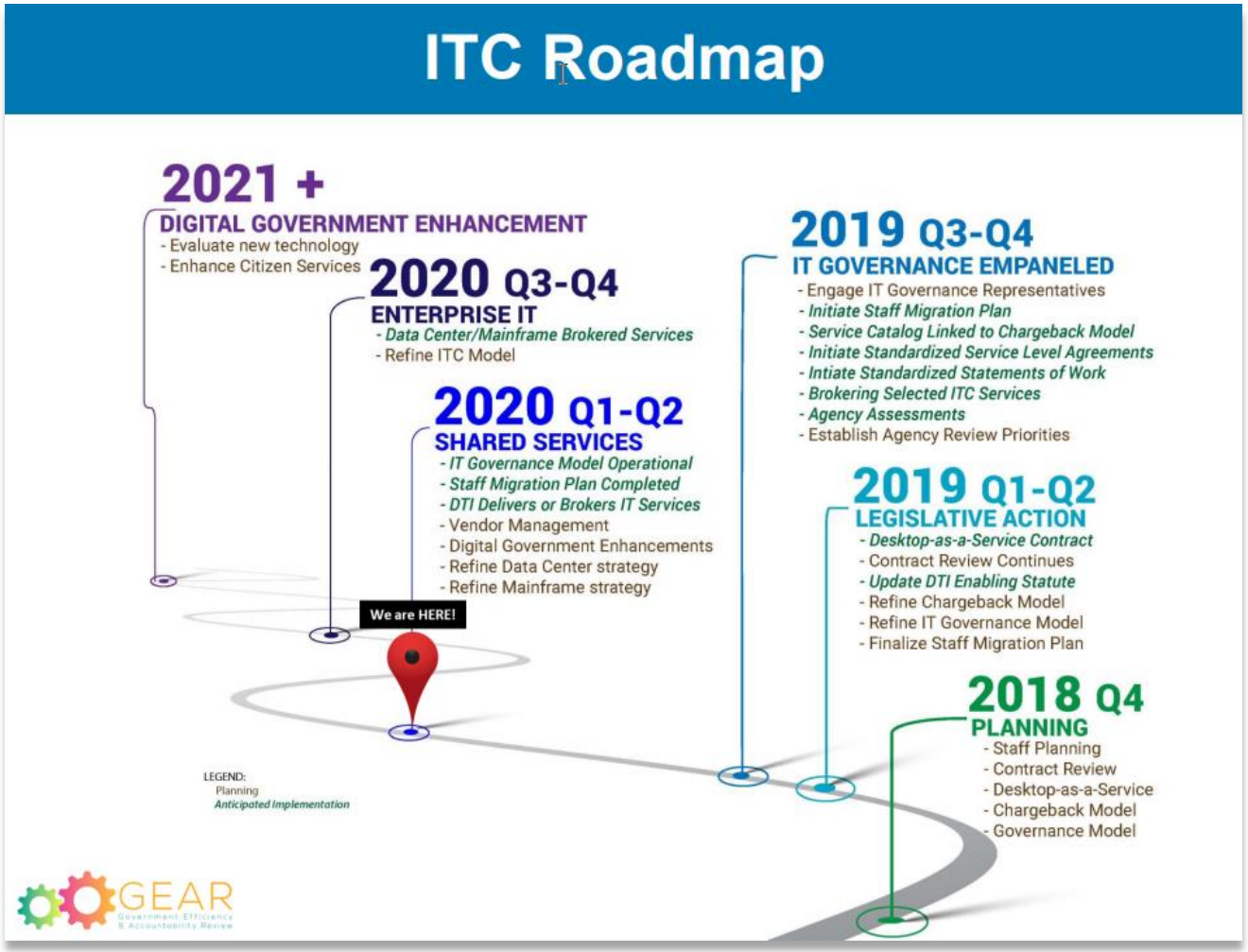
IT Centralization

Monthly Information Session



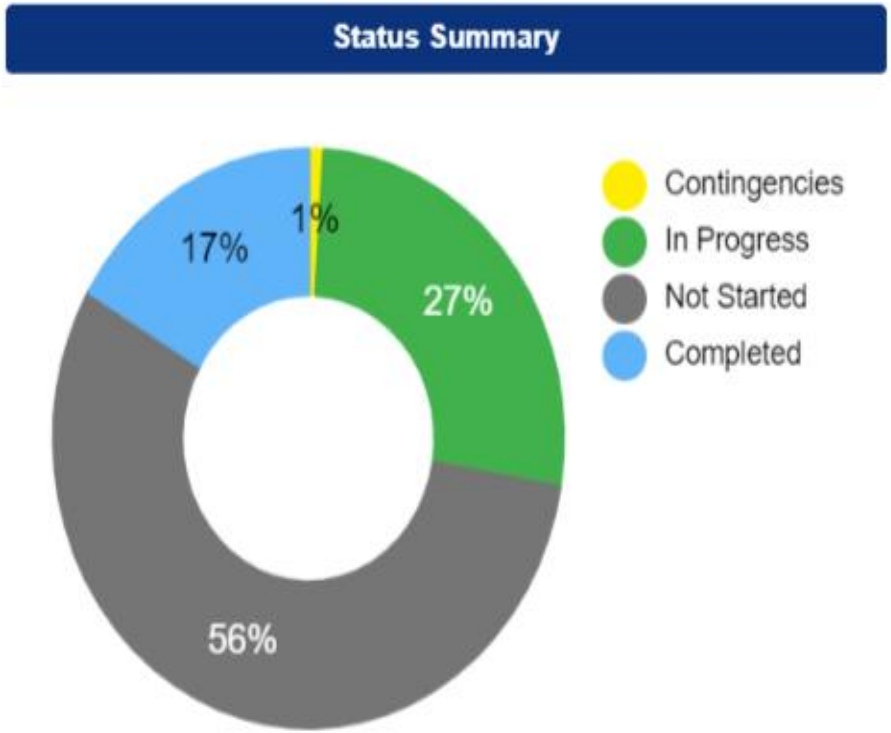
Agenda – February 26, 2020

- Program Status
  - IT Centralization
    - Current Activity
    - Metrics
  - Assessment Data Analysis
  - Change Management
  - Mailbox
- Open Q&A

IT Centralization Status

Current Activities:

- DEMA, DOC IT Centralization kick-offs this week
- OMB, DHR, Pension, DOL technical data review by DTI service teams
- DOL Skills Survey
- Master Service Agreement, Service Catalog, Cost Model DTI draft review, revisions
- Working sessions for position profile development (ITIL-based)
- ServiceNow enhancements
- Completion of NICUS upgrade
- TIC meeting – March 12th



Technology Centralization

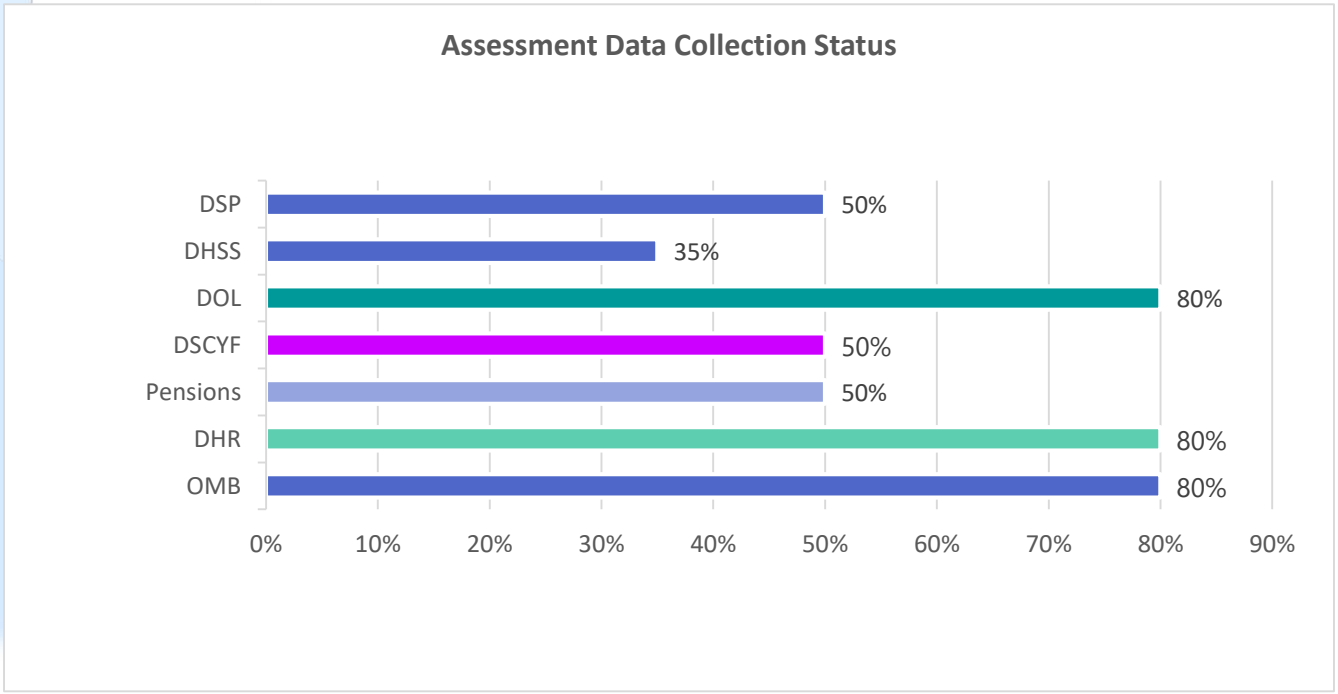
Assess | Collaborate | Integrate

Assessment Milestones:

1. Assessment kick-off held
2. Data Gathering
3. Analysis, Recommendations
4. Summary Report

2020 Milestone Completion Targets:

Assessment kick-off	March
Data Gathering	April
Analysis, Recommendations	July
Summary Reports	July

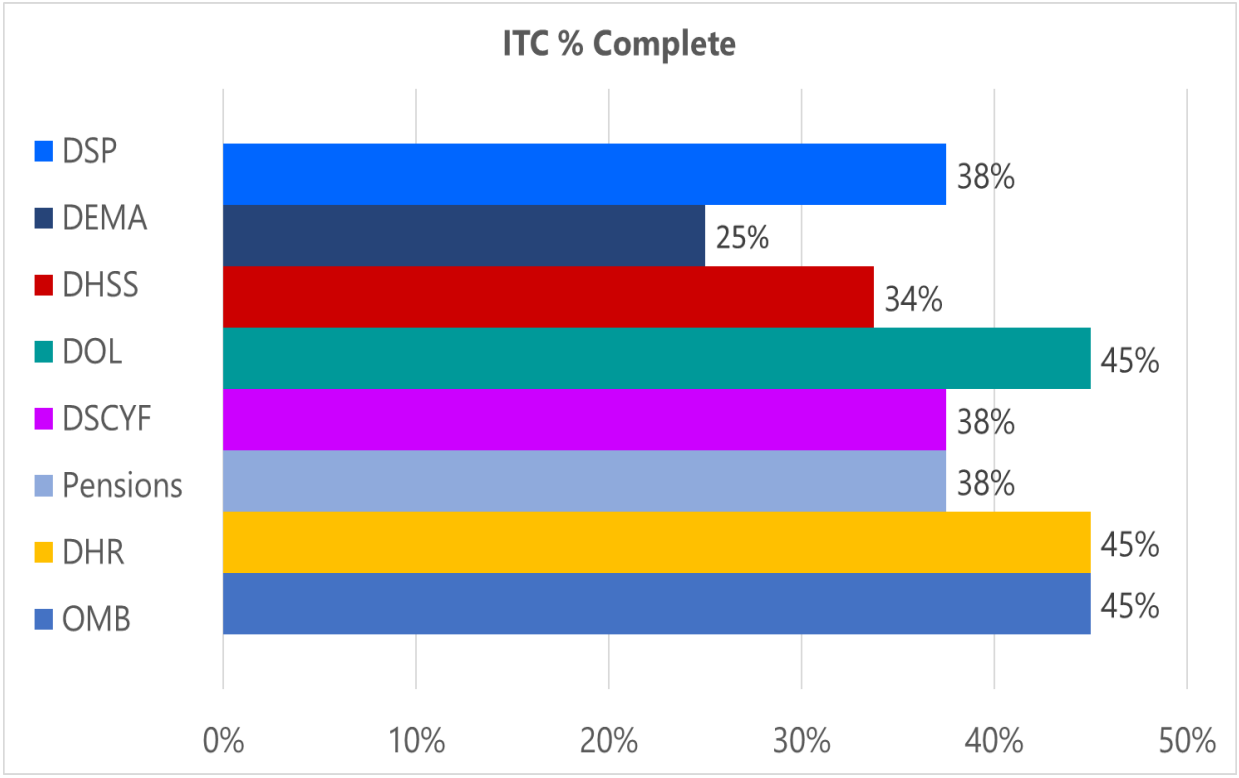


Technology Centralization

Assess → Collaborate → Integrate

Centralization Milestones:

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



Assessment Data Analysis

1. Define review criteria based on your team's scope of responsibility -
   - What data impacts your function?
   - How do you define "centralized"?
   - How do you define "standardized"?
2. Create a list of questions and/or missing data required from the agency (follow-up meeting)
3. Create a task list of activity required to transition an agency from ***current state to both centralized and standardized***
4. Identify urgent need/risk areas in the agency
5. Identify new end user behavior required by the agency
6. How many resources does your team need to support this new work? (FTE #)

Assessment Summary Reports

Team/SME Data Analysis: Two "deliverables"

- **Detailed narrative** of data and findings (Appendix)
  - Cite State/other standard/source against which data are being analyzed
- **Summary recommendation** (Summary Report section)
  - Paragraph or two summary of narrative findings in the appendix
  - **Recommendation(s):** Succinct paragraph (or table) with specific recommendations to bring into alignment with standard(s). Include a **price tag** for each recommendation (and indicate "one time" or "ongoing" and who/what is needed)

The ITC Playbook can be found at https://dti.delaware.gov/digital-innovation/itc/

Assessment Next Steps

- Internal meetings held to discuss review findings
- Follow-up discussions and/or on-site visits with the agency
- Summary report developed and agreed upon
- Summary report reviewed with agency*
- Approval of report

*Technical assessment only

Change Management

- What do we need to share here?

Mailbox

Question:
What are the plans for employees with mostly web design experience? Will there be opportunities for those with mostly web design experience to be placed where those skills can be utilized?

Answer:
DTI directly supports 25 websites of various sizes; a few dozen pages to a few hundred pages. It is anticipated that the number of supported sites will grow with IT Centralization. Therefore, DTI expects to have opportunities for those with web design experience. The assessment data analysis and recommendations will drive the target web development scope.

Open Discussion

Feedback welcome:
DTI_IT_Centralization@delaware.gov

ITC website:

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