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

Delivering Technology that Innovates
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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

Completed Tasks: 8%
Technology Centralization

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

![ITC % Complete Graph]

- DOC: 25%
- DSP: 25%
- DEMA: 34%
- DHSS: 38%
- 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:
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ITC website:
https://dti.delaware.gov/digital-innovation/itc/