IT Centralization
Monthly Information Session
Agenda – April 29, 2020

❖ Program Status
  • Focus & Metrics
  • Assessment analysis
  • Cost Model
  • Contracts
  • Service Catalog
  • Position Profiles

❖ Change Management

❖ Open Q&A

❖ May Topics
IT Centralization Status

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

Program Status
- 57% complete or In-progress
- Kick-off and assessment on-hold
- Progressing assessment data analysis
- Progressing work stream deliverables
IT Centralization Status

March/April
1. Cost Model
2. PSA, Task Order
3. Contract Template
4. OMB/DHR/DSCYF Data Templates
5. OMB/DHR Data Analysis
6. Position Profile creation

May
1. OMB/DHR Summary Report
2. DSCYF Data Analysis
3. Cost Model decision/communication
4. Cost Model Implementation Project
5. Position Profiles complete (DTI only)
6. Service Catalog
7. Contract Analysis
8. Enterprise SLAs

May - August

Service Tools
Reporting
Communication
Timekeeping
Billing
Operational Planning
Assessment Data Analysis

- Assessment data is being transferred to DTI templates and shared with DTI SMEs (OMB, DHR, DSCYF)
- Working sessions to be scheduled with teams to define recommendations and identify data gaps, risks, etc.
- OMB/DHR Summary Report draft complete by mid-May
- DSCYF data analysis to start in May
Shared Service Cost Model

- Finalize rates and conduct final planning session with OMB
- Communication of FY’21 service rates
- Agency fiscal discussions
- Complete mapping exercise to define input file requirements and data mapping in Nicus (TCMS)
- Develop PPS solution for timekeeping requirements for chargeback
## Partner Service Agreement

- Review and revision of PSA, task order template
- Refine enterprise SLAs across services
- Review active contracts to identify carryover for FY’21 and beyond
- Develop new contract template in PPS
- Summarize data to draft PSA by agency
- Agency review meetings
DTI Service Catalog

- Develop catalog narrative for use in web page design
- Service owners to review and revise detailed service descriptions
- Apply service descriptions to ServiceNow catalog and develop associated workflow for services
- New ServiceNow Portal and workflow (Procurement, Incident, Requests)
DTI Position Profiles

- Position profile templates are in development
- Meetings with identified SMEs are in-progress; review/revision cycle with SME, HR to ensure completeness
- Position profiles will be reviewed with Chiefs, DHR for approvals
- If new profiles are requested, they must be vetted with DTI HR and approved
Change Management

• Personnel Surveys Status
  • DOL complete
  • DOL discussions complete
  • DSCYF Survey release mid-May
• Open House planning started
• FAQ’s being revised based on feedback
May/June Meeting Agenda

• Partner Service Agreement and Task Order templates

• PPS Timekeeping Approach

• ServiceNow highlights and/or demo
Open Discussion

Feedback welcome:
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ITC website:
https://dti.delaware.gov/digital-innovation/itc/