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

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

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

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

**Assessment working sessions**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Activity</th>
<th>Target Timeline</th>
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<tbody>
<tr>
<td>DSCYF</td>
<td>Data review sessions</td>
<td>✓ Complete</td>
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<tr>
<td>DHSS</td>
<td>Application/Data review</td>
<td>August - September</td>
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<td>DSHA</td>
<td>Initial Assessment</td>
<td>August - September</td>
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<td>DOL</td>
<td>Data review sessions</td>
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<td>Pensions</td>
<td>Data review sessions</td>
<td>September - October</td>
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<tr>
<td>DSP</td>
<td>Data review sessions</td>
<td>November - December</td>
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• 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/](https://dti.delaware.gov/digital-innovation/itc/)