

Change Liaison Update IT Centralization October 28, 2020

- Program Status
- Program Roadmap
- Position Profiles
- Concerns/Q&A

IT Centralization Status



Letter to Cabinet Members, Chief Justice, Elected Officials, Agency Heads From Mike Jackson, Jason Clarke

Interim Action

We appreciate your patience and ongoing support to date as we have explored the chargeback model. To provide clarification for you and your agencies, below are the action steps we will be taking immediately, as DTI plans for next year's budget:

- ⇒ **Existing Service Level Agreements, MOU's and Contracts with DTI will remain in effect for FY21**
- ⇒ **The new chargeback model will not be implemented in FY21**
- ⇒ DTI will address its current budget shortfall through spending efficiencies and working with OMB on the FY22 Budget solution.
- ⇒ Planning and projections for centralization will continue through the ITC assessment process.
- ⇒ DTI will perform a deep dive on enterprise services, with the assistance of OMB and agency analysts, to determine where duplicate spend is occurring. Enterprise License agreements that can be consolidated will move forward and require agencies to contribute at their current levels (Ex: O365)
- ⇒ We will continue to drive fiscal and operational efficiency through governance and standardization. Standardization is more important now than ever as we respond and adapt to COVID-19 challenges.

IT Centralization Status



2021 +

DIGITAL GOVERNMENT

- Data Center Brokered Services
- Mainframe Brokered Services
- Evaluate new technology
- Enhance Citizen Services

2020 Q3-Q4

ENTERPRISE IT

- DTI Delivers or Brokers IT Services
- *Desktop-as-a-Service Contract*
- *Initiate Staff Migration Plan*
- Finalize Shared Services Chargeback Model
- *Service Catalog Linked to Chargeback Model*
- Standardized Service Level Agreements
- Standardized Statements of Work
- *Link New/Renewing SLAs to Chargeback Model*

We Are Here

2020 Q1-Q2

SHARED SERVICES

- *IT Governance Model Operational*
- *Refine ITC Model*
- Agency Assessments
- Brokering Selected ITC Services
- *Staff Migration Plan*
- Vendor Management
- Refine Data Center strategy
- Refine Mainframe strategy

2019 Q3-Q4

CENTRALIZE EXEC BRANCH

- *Kick-off ITC with Agencies*
- Engage IT Governance Representatives
- Establish Agency Review Priorities

2019 Q1-Q2

LEGISLATIVE ACTION

- Contract Review Continues
- *Update DTI Enabling Statute*
- Refine Chargeback Model

2018 Q4

PLANNING

- Staff Planning
- Contract Review
- Desktop-as-a-Service
- Chargeback Model
- Governance Model

LEGEND:

- Planning
- Anticipated Implementation
- COVID-19 Related Hold
- COVID-19 Related Delay

Note**

Hold-No work is currently taking place due to unresolved dependencies or decision path.

Delay-Work continues but an extended timeline is required due to resource dependencies or other constraints.

Position Profiles Milestones

Position Profiles

Profile Creation

SME Review, Revise,
Approve

DHR Approves
Profiles

Salary Bands review,
revise

DHR/OMB Approves
Salary Bands

DTI Completes Position
Mapping

- Approximately 80% of Phase 1 position profiles are completed or under review
- Focus is on experience and education with clear and concise qualifications
- Profiles include an Associate and 1, 2, 3 levels
- DHR has approved the new position profile format

Position Profiles Development Status

Phase 1 - Profile Sets	Next Step
Network	Complete
Telecommunications	Complete
EDL	Complete
Service Desk	Final SME Review
Mainframe	Complete
Project Management	Complete
System Administrator	Final SME Review
System Engineering	Final SME Review
Automation Team	Under Development
Email and Collaboration	Under Development
Operations - Manager	Under Development
Operations - Director	Under Development

Phase 2 - Profile Sets	Next Step
Spultions Integrator	Under Development
Application Development	Under Development
Security	Under Development
ERP	Under Development
Facilities	Under Development
OCM	Under Development
Enterprise Architecture	Under Development
CES	Under Development
Data Management	Under Development

Position Profiles Template Overview



Position Profile
Example

- ✓ Basic Purpose
- ✓ Essential Functions
- ✓ Position Levels
- ✓ Required vs. Preferred criteria
- ✓ Career Ladder

Open Q & A



Open Q & A

Email questions and agenda topics to:

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