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

**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**
**LEGAL 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

**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.

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Position Profiles Milestones

- 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

<table>
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<tr>
<th>Phase 1 - Profile Sets</th>
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<tr>
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<td>Email and Collaboration</td>
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<td>Operations - Director</td>
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<tr>
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Position Profiles
Template Overview

✓ Basic Purpose
✓ Essential Functions
✓ Position Levels
✓ Required vs. Preferred criteria
✓ Career Ladder
Open Q & A

Email questions and agenda topics to:

DTI_IT_Centralization@delaware.gov