



Change Liaison Update IT Centralization January 27, 2021

- Program Status
- Centralization
- Internal DTI Initiatives
- Concerns/Q&A



IT Centralization Status



We are ALL in this TOGETHER!

- Most DTI and agency centralization tasks deferred to escalate the State's pandemic response
- All agencies are retaining current people and processes, and continuing to use our current budgetary and business case processes to address state IT critical needs.
- IT staff and assets transitions are mostly deferred due to State Covid-19 response in the majority of state agencies



IT Centralization Status

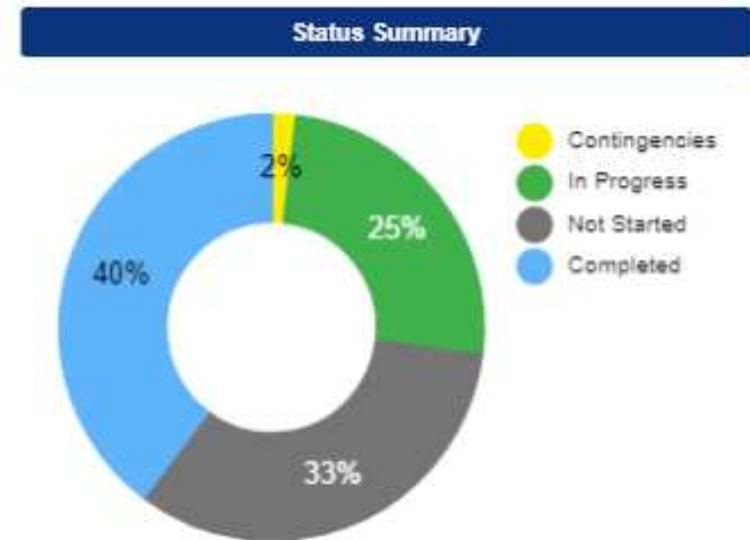


DTI's Interim Approach: Pain Management!

- IT Investments to close gaps as CARES funds allow
- Enhance end user work experience by enhancing/extending effectiveness of existing agency IT resources
 - scaling/deploying enterprise tools
 - Bomgar deployment
- Improve service delivery processes
- Focus on internal DTI work streams

IT Centralization Status

- Workforce modernization: 78% of position profiles complete (Approved or Pending Approval)
- Vendor management: final review meetings are in-progress
- Cost model: Reassessment underway
- Timekeeping: Planning underway to pilot new process
- ServiceNow: New and revised workflows in development; agile deployment
- Service Catalog: Narrative development and ServiceNow integration





Open Q & A



Open Q & A

Email questions and agenda topics to:

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