Change Liaison Update
IT Centralization
May 26, 2021

➢ Program Status
➢ Work Streams
➢ Implementation Strategy
➢ Secure End User Service Package
➢ FY’22, 23 fiscal impact advice
➢ Concerns/Q&A
Program Highlights

- ServiceNow workflow improvements and new Procurement workflow
- Timekeeping solution implemented
- Phase 1: Secure End User Services (EUS) Package
  - Justin Day to sponsor EUS
- FY’23 Cost Model in development
- Position Profiles remaining to be completed:
  - AD/ERP
  - DCI
  - Security
## Program Milestone Status

<table>
<thead>
<tr>
<th>Centralization Milestone</th>
<th>Status</th>
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<tbody>
<tr>
<td>Agency Kick-off Meetings</td>
<td>DELJIS, DOE and non-Executive Opt-in pending</td>
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<tr>
<td>Agency Assessments, data analysis</td>
<td>New/Updated assessments and review/revision required</td>
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<tr>
<td>ITC Implementation Plan</td>
<td>Phase 1 Secure End User Services (EUS) Package scope analysis, definition in progress</td>
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<tr>
<td>ITC Staff Reallocation Plan</td>
<td>Definition in progress; Agency collaboration required</td>
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<tr>
<td>Finalize Shared Services Chargeback Model</td>
<td>Pending consumption analysis, OMB/Agency review Secure End User Services, FY’23</td>
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<tr>
<td>Standardized Service Level Agreements</td>
<td>Dependent on EUS scope Agency engagement during summer of 2021</td>
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<tr>
<td>Standardized Statements of Work</td>
<td></td>
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<tr>
<td>Link New/Renewing SLAs to Chargeback Model</td>
<td></td>
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<tr>
<td>Service Catalog</td>
<td>July 2021, ServiceNow and web development in progress</td>
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<tr>
<td>Centralized procurement, vendor contract management</td>
<td>August 2021, ServiceNow development in progress</td>
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Phase 1 Implementation Strategy

Secure End User Package

- Network & Connectivity
- Device (Desktop/Laptop)
- Infrastructure (Storage/Backup)
- Service Desk/Support
- Collaboration Services (Email & Productivity Suite)
- Enterprise Voice
Secure End User Service Package

Why Secure EUS?

▪ Products and services with the greatest consumption across the enterprise

▪ Areas with a high risk profile

▪ Standard tools, services, and delivery methods in place to support growth

▪ Limits required investments in Year 1
Secure End User Service Package
FY’22 Objectives

- Collaborative planning with agency partners
- Address funding with OMB
  - No new chargeback
  - Legacy contracts remain in place
- Secure End User Services (EUS) Package:
  - Precise definition, including cost in time for FY’23 budget cycle
- Operationalize Secure EUS
FY’23 Agency Guidance

- Continue normal agency budget planning and request process
- Engage agency IRM, CES to plan technology projects and communicate required technical investments
- Prepare FY’23 technology service consumption data in preparation for implementation of the Secure End User Service Package
Open Q & A

Email questions and agenda topics to:

DTI_IT_Centralization@delaware.gov

Website

https://dti.delaware.gov/digital-innovation/itc/