IT Centralization Town Hall
November 4, 2019
The #1 Question!
“We must do things differently than we’ve always done them, and find smarter ways to operate more effectively and protect taxpayer dollars.”

– Governor John Carney
3.5 Petabytes Data Stored
240M Security Events Logged Daily
5.5M Emails Processed Each Day
90,000 Service Desk Requests Processed Annually
27,000 Computers & Laptops
10,400 Enterprise Voice Service Users
7,500 Mobile Devices
3,600 Unique Applications
2,000 Servers
WHAT WE DO

- Systems Engineering
- Telecommunications
- Data Center
- Service Desk – IT Support
- Output Management
- Vendor Management
- Applications Delivery
- IT Standards and Policies
- Open Data Portal
- FirstMap/GIS
- Cloud Services
- Enterprise Resource Management
- Cyber Security and Incident Response
- Enterprise Architecture
- Data Management
- Project Management
- Business Continuity and Disaster Recovery
- Operations Change Management
- Customer Engagement
What We Do
Why Centralize?

Deliver Digital Government Services

Manage Risk

Reduce Costs/Economies of Scale

Greater Efficiency & Responsiveness

Delaware IT Information Technology
IT Centralization Progress

>90%

- DTI
- OGOV/Lt. Gov
- Agriculture
- CJC/SAC/Parole
- DNREC
- Fire Services
- DOS (-Libraries)
- DSHS (-DSP)
- Legislature
- Auditor
- Treasurer
- DelDOT
- DOF

>50%

- DSCYF
- Elections
- DHR
- OMB

<50%

- DOL
- DOE
- DOC
- DHSS
- Insurance Comm.
- DELJIS
- DSHA
- Judicial
- Legal
- DNG
- Higher Education
- K12/Charter

Core* Services Only

* Core services may include network, email, hosting and mainframe.
Based on IT recommendations of the Government Efficiency and Accountability Review (GEAR) Board, **SB 153 modernizes DTI’s enabling statute** (Title 29 Ch 90C). It authorizes the **establishment of a shared IT services model** for Executive Branch state agencies. The model centralizes the following duties and related personnel under DTI:
ITC Roadmap

2018 Q4 PLANNING
- Staff Planning
- Contract Review
- Desktop-as-a-Service
- Chargeback Model
- Governance Model

2019 Q1-Q2 LEGISLATIVE ACTION
- Desktop-as-a-Service Contract
- Contract Review Continues
- Update DTI Enabling Statute
- Refine Chargeback Model
- Refine IT Governance Model
- Finalize Staff Migration Plan

2019 Q3-Q4 IT GOVERNANCE EMPANELED
- Engage IT Governance Representatives
- Initiate Staff Migration Plan
- Service Catalog Linked to Chargeback Model
- Initiate Standardized Service Level Agreements
- Initiate Standardized Statements of Work
- Brokering Selected ITC Services
- Agency Assessments
- Establish Agency Review Priorities

2020 Q1-Q2 SHARED SERVICES
- IT Governance Model Operational
- Staff Migration Plan Completed
- DTI Delivers or Brokers IT Services
- Vendor Management
- Digital Government Enhancements
- Refine Data Center strategy
- Refine Mainframe strategy

2020 Q3-Q4 ENTERPRISE IT
- Data Center/Mainframe Brokered Services
- Refine ITC Model

2021 + DIGITAL GOVERNMENT ENHANCEMENT
- Evaluate new technology
- Enhance Citizen Services

We are HERE!
IT Centralization Process

1. **ASSESS**
   Gather and validate information about people, assets, and agency business processes

2. **COLLABORATE**
   Summarize findings, co-plan and develop new partnership within the enterprise IT model

3. **INTEGRATE**
   Reallocation of people and assets transition to target enterprise IT model
## IT Centralization Process

### Assess
- **Agency Kick-off**
  - Introduction to day-to-day agency operations, and to the ITC process
- **Interviews**
  - Getting to know the people, roles, and functions within each agency
- **IT Data Gathering**
  - Inventory of technology infrastructure, applications, security, contracts, etc.

### Collaborate
- **Agency Summary**
  - Summary of agency data, goals, projects, etc.
- **Enterprise Technology Summary**
  - Key technology information relevant to the enterprise organization
- **Strategy and Decisioning**
  - Collaborative review and partnership required to develop the enterprise model

### Integrate
- **Transition**
  - Integration of technology, services, functions as applicable
- **On-boarding**
  - All DTI staff allocated to new DTI job classifications
- **Enterprise IT Model**
  - Implementation of target model, governance, chargeback
Assessment and Collaboration In Scope

**Assets**
- Telecom
  - Network, phone, video
- Data Center(s)
- Database(s)
- User Devices
  - Desktops, laptops, tablets, printers
- IT Contracts

**Process**
- Applications
  - Business applications, Disaster Recovery
- Enterprise Application Lifecycle
  - Service Desk/Help Desk
  - Project Management
  - Facilities Access Management

**PEOPLE**
- Knowledge
- Interests
- Skills
- Abilities
What Does the Future DTI Look Like?

- DTI currently has about 300 employees. After IT centralization is complete, it is projected that DTI will be comprised of approximately **700+ employees** to serve agencies across the State.

- DTI will be adding a **Partner Services leadership position** to develop comprehensive customer-centric strategies and oversee the Innovation and Customer Engagement team.

- **Fully-Staffed Security Operations Center**

- **New Vendor Management Team**

- **Network Teams (LAN/WAN)**
What’s My Future?

• **Will employees lose their jobs?** No. And no employee will see a decrease in salary. We anticipate some reduction in some workstreams to occur through attrition, while augmenting staff in other areas through retraining and new hires.

• **Will employees be required to relocate?** No, but they may be asked to work in different places at different times (e.g., training, special projects, meetings).

• **Will job duties change?** Perhaps, depending on efficiencies gained, desires for new training or cross-training, and to support ever-evolving new technology offerings at the high level of service our customers expect and deserve.
DTI is currently working with the Department of Human Resources and the Office of Management and Budget to assess the needs of those agencies and develop an action plan to move forward with centralization.
ITC Experiences

DTI’s Jerry Whisman, Ron Jackson and Moir Edwards share their ITC experiences.
If you have any questions or concerns you would like to share following today’s meeting, please feel free to contact us at: DTI_IT_Centralization@delaware.gov.

Additional resources are also available at https://dti.delaware.gov/digital-innovation/itc/.