IT Centralization Town Hall

November 4, 2019
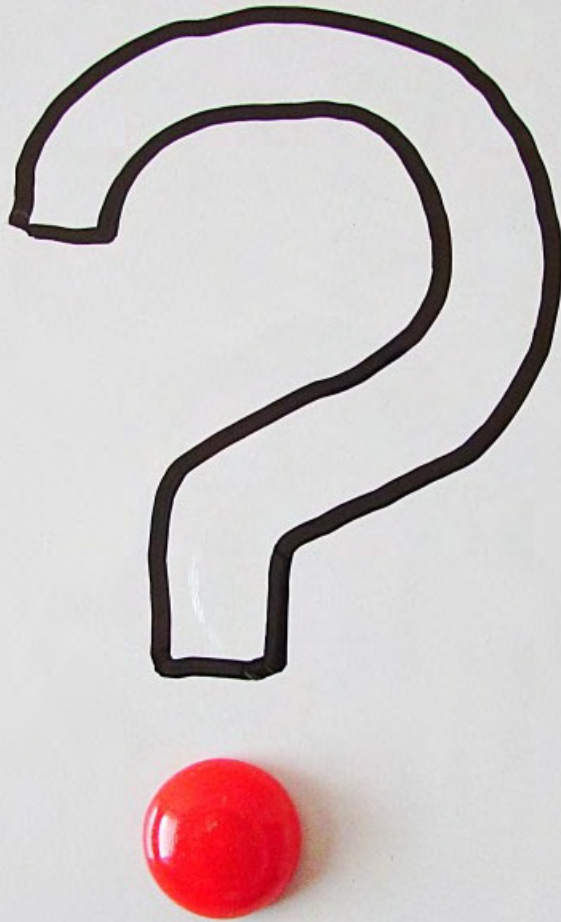
GEAR

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

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?

IT Centralization Progress

>90%

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

>50%

DSCYF	DHR
Elections	OMB

<50%

DOL	DOC
DOE	DHSS

Core* Services Only

* Core services may include network, email, hosting and mainframe.

Insurance Comm.	DNG
DELJIS	Higher Education
DSHA	K12/Charter
Judicial	
Legal	

SB 153: DTI Enabling Legislation

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:
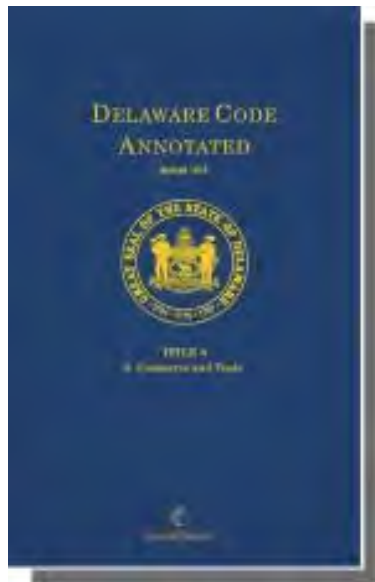
Cyber Security	**Technology End User Support**	**Network Management**
Data Management	**Server Management**	**IT Project Management**
IT Procurement Oversight and Fiscal Planning	**Software Application Development/Support**	**IT Standards and Technology Governance**

ITC Roadmap

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

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

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

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*
- *Intiate Standardized Statements of Work*
- *Brokering Selected ITC Services*
- *Agency Assessments*
- Establish Agency Review Priorities

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

We are HERE!

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

LEGEND:
Planning
Anticipated Implementation

GEAR
Government Efficiency
& Accountability Review

IT Centralization Process

1 ASSESS

Gather and validate information about people, assets, and agency business processes

1

2
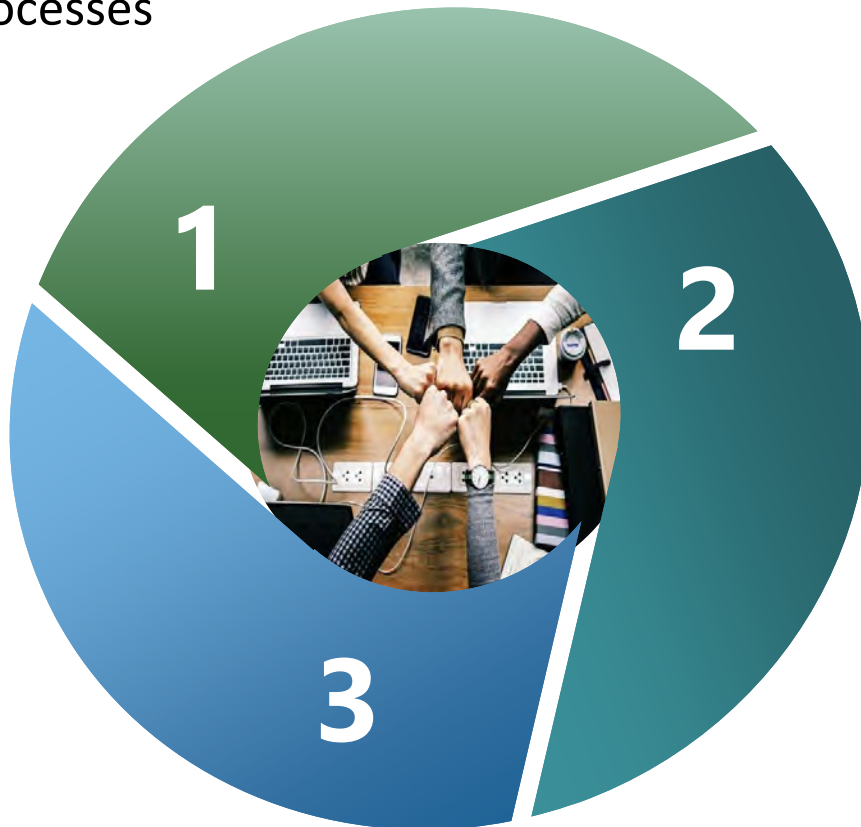
2 COLLABORATE

Summarize findings, co-plan and develop new partnership within the enterprise IT model

3

3 INTEGRATE

Reallocation of people and assets transition to target enterprise IT model

IT Centralization Process

Assess → Collaborate → Integrate

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)
Server(s)
Facilities

Database(s)

User Devices
Desktops, laptops, tablets, printers

IT Contracts

PEOPLE

Knowledge

Interests

Skills

Abilities

Process

Applications
Business applications, Disaster Recovery

Enterprise Application Lifecycle

Service Desk/ Help Desk

Project Management

Facilities Access Management

What Does the Future DTI Look Like?

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                          │   CIO    │
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│Operations││Technology││ Policy & ││Administra-││ Security ││  Legal  ││Agency Partner│
│          ││          ││Communica-││   tion   ││          ││         ││   Services   │
│          ││          ││  tions   ││          ││          ││         ││  (NEW)       │
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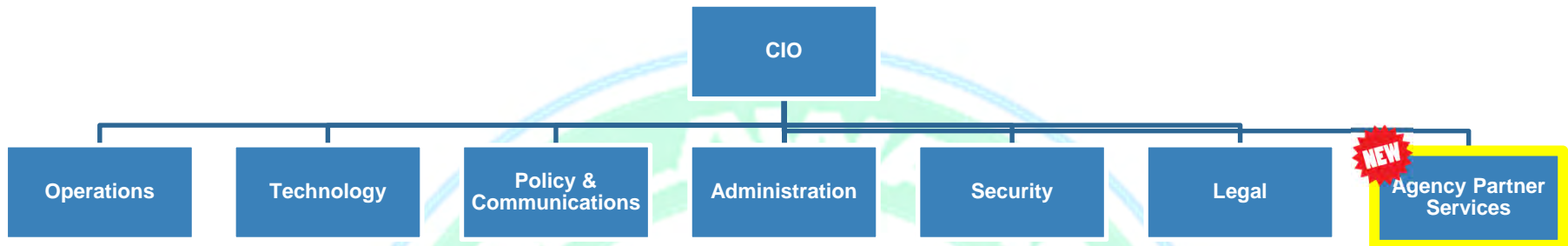
- DTI currently has about 300 employees. After IT centralization is complete, it is projected that DTI will be comprised of approximately **700+ employees** to serve agencies across the State.

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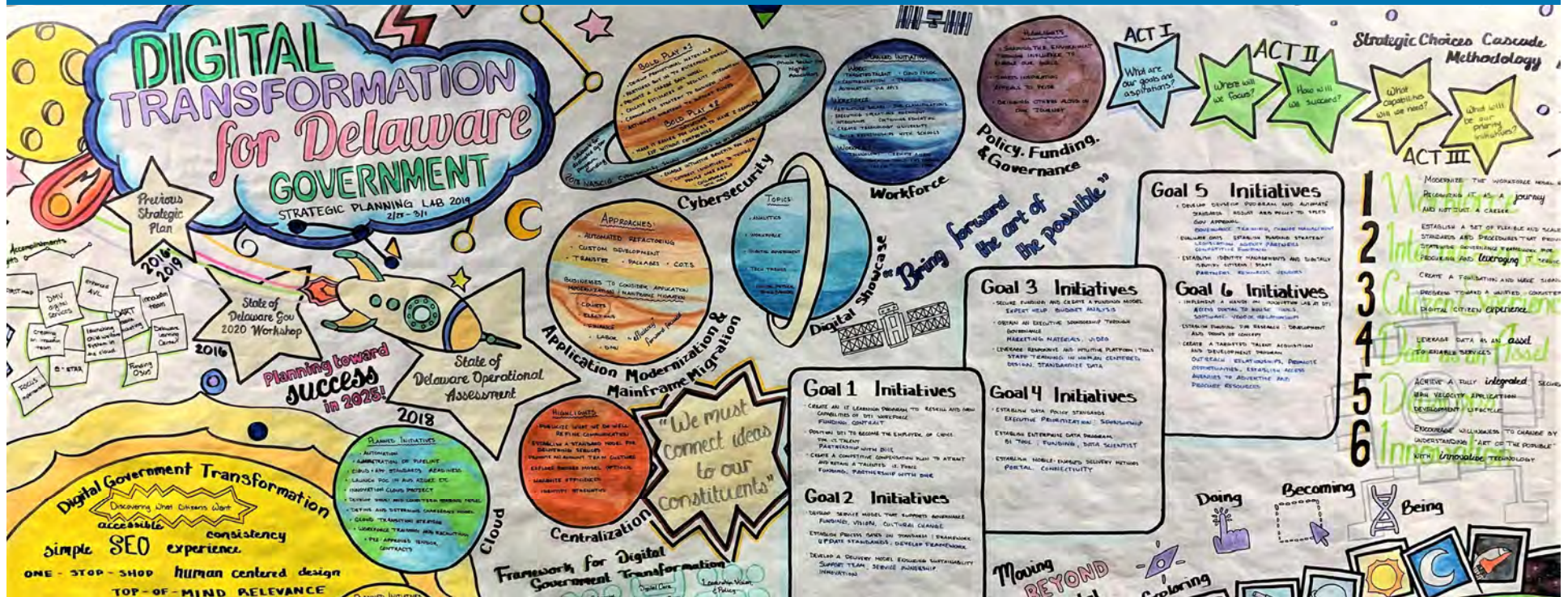
- **Will employees lose their jobs?** **No. And no employee will see a decrease in salary.** We anticipate some reduction in some workstreams to occur through attrition, while augmenting staff in other areas through retraining and new hires.
- **Will employees be required to relocate?** **No, but they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

Up Next…

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.

Contact Us/Discussion

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/.