## Agenda/Outline

- Call to Order/Introductions
- Role of TIC as Established by SB 153
- Summary of Current Technology Trends in State Government
- Overview of Delaware Government’s IT Landscape
- Delaware’s Digital Government Vision
- Major Projects Review
- Upcoming Initiatives
- New Business
- Public Comment
- Adjournment
Delaware Technology Investment Council Members

- **CIO James Collins**, Department of Technology and Information
- **Chief Justice Collins Seitz**, Supreme Court
  - Gayle Lafferty (proxy)
  - Ken Keleman (proxy)
- **Secretary Jeff Bullock**, Department of State
- **Acting Secretary Kimberly Chandler**, Department of Homeland Security
- **Secretary Jen Cohan**, Department of Transportation
- **Secretary Kara Odom Walker**, Department of Health and Social Services
- **Secretary Rick Geisenberger**, Department of Finance
- **Director Mike Jackson**, Office of Management and Budget
  - Amy Bonner (proxy)
- **Controller General Michael Morton**
We are excited to announce that Justin Day will be our new Chief of Partner Services as part of our ongoing transformative digital government strategy!

Congratulations, Justin!
Role of the Technology Investment Council
Aleine Cohen, DAG
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:
Role of The Council

- **Adopt policies and procedures** used to develop, review and annually update a *statewide technology plan* that discusses the State’s overall technology needs.

- **Provide statewide technology plan** by October 1 of each year to the Governor and the Director of the Office of Management and Budget.

- **Make recommendations regarding the funding of technology** for the coming fiscal year and confer with the Director of the Office of Management and Budget regarding the demands placed upon the state budget by nontechnology funding needs.

- **Forward funding recommendations** to the Governor.

- **Enforce active project management, review the progress of current projects** to determine if they are on budget and have met their project milestones, and when necessary, recommend the termination of projects.

- **Identify opportunities to leverage expertise** in strategically important areas of information technology by partnering with private sector entities.
Summary of Current Technology Trends in State Government

Doug Robinson, NASCIO Executive Director
STATE CIO **TOP 10 PRIORITIES**
2020 Strategies, Policy Issues and Management Processes

1. **Cybersecurity and Risk Management**
   - #1 for seven consecutive years. On the top ten list since 2006
2. **Digital Government**
   - Steadily moving up the list. #4 in 2019
3. **Cloud Services**
   - Major force of change
4. **Consolidation/Optimization**
   - CIO priority each year. On the top ten list since 2006
5. **Customer Relationship Management**
   - A key issue because of business model. On the list since 2009
6. **Budget, Cost Control, Fiscal Management**
7. **Legacy modernization**
   - Holding steady on the list since 2016
8. **Data Management and Analytics**
9. **Broadband/Wireless Connectivity**
10. **Innovation and Transformation through Technology**
    - First time on the top ten
More focus on enterprise cybersecurity models; cyber talent and workforce crisis remains

CIO as broker business model: evolution from owner-operator to more managed services, outsourcing and multi-sourcing initiatives

Digital government: user centric design, focus on streamlining experiences, citizen IAM

Artificial intelligence (AI) leads emerging technology. RPA, chatbots adoption grows as benefits realized

State IT organization transition continues: more consolidation, hybrid models and unification initiatives

25 state CIO transitions in 2019. What do we expect in 2020?
State Trends to Watch

- Whole-of-state cybersecurity collaboration
- Future of the state data center and mainframe
- Expansion of CIO as broker model
- Governance of emerging technologies
- Data privacy and role of chief privacy officer
- Growing use of Technology Business Management
Overview of Delaware’s IT Landscape

Frank Gump, Excipio
Gayle Lafferty, State Court Administrator
Technology Service Offerings

- END USER SUPPORT
- MAINFRAME SERVICES
- DATA CENTER SERVICES
- SECURITY AND DR
- PROFESSIONAL SERVICES
- CONSULTING
- LICENSING AND SUBSCRIPTIONS
- PRINT & MAILROOM SERVICES
Overview of Delaware’s IT Landscape

- **PSA**
  - Validate Cost Model Framework
  - Develop FY21 Rates
  - Revise “As is vs. Future”
  - Nicus Upgrade
  - PPS/Timekeeping Training
  - OMB review and approval
  - Agency Communication

- **SLA’s**
  - Finalize SLA’s
  - Develop SLA source/format
  - Agency Communication

- **SERVICE CATALOG**
  - Finalize Service Descriptions
  - Create on-line Service Catalog
  - Portal Integration
  - Agency Communication

- **CHARGEBACK**
  - Current SLA Contract review
  - Contract consolidation into PSA format
  - Agency Communication

July 1, 2020
IT Centralization Progress

>90%
DTI
OGOV/Lt. Gov
Agriculture
CJC/SAC/Parole
DNREC
Fire Services
DOS (w/o Libraries)

DSHS (w/o DSP)
Legislature
Auditor
Treasurer
DelDOT
DOF

>50%

Elections
DHR
OMB

<50%
DOL
DOE
DOC

DHSS
DSCYF
DSP

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

Insurance Comm.
DELIJS
DSHA
Judicial
Legal

Higher Education
K12/Charter
Overview of Delaware’s IT Landscape

Current Centralization Effort Milestones:
1. Kick-Off Meeting
2. IT Assessment
3. Summary Report
4. Integration

Assessment Data Collection Status
Welcome to the Delaware Courts

Delaware’s court system is composed of the Supreme Court, Court of Chancery, Superior Court, Family Court, Court of Common Pleas, Justice of the Peace Court, Administrative Office of the Courts, and related agencies.
Delaware’s Digital Government Vision

Greg Lane, Chief Technology Officer
Caroline VanDeusden, Director Local Government Pay It
Mike Wons, CCO, Pay It and Neil Graham CRO, Pay It
Delaware’s Digital Government Vision
Digital Government – Next Generation

- Personalized User Experience
- Services from Any Agency
- Shopping Cart Experience
- Technology Navigates Government
- Omnichannel Service Delivery
Payit Digital Government Experience
Personalizing Government

Removing Friction with every interaction

Current civic engagement landscape

Next-Generation GovTech Paradigm

Connective Layer Across All Government Entities

DMV  PARKS AND WILDLIFE  TAXES  COURTS

Taxes  Utilities  Health & Family Services  Citations  Permits  DMV
PayIt Experience
Recruitment, Retention and Reactivation Through Digital Innovation

Find
Create a modern personalized Citizen experience

Interact
Improve access to services for all citizens

Remind
Notifications improve reactivation

Simplify
Increase adherence to laws and regulations

Transact
Enable citizens to engage and pay digitally
Digital Government Solutions
Multiple Services from a Single Location

- Motor Vehicles
- Licensing & Permitting
- Public Safety
- Health & Human Services
- Taxes
- Turnpike & Tolling
- Utility Services
- Courts & Citations
- Parks & Wildlife
- Environmental Services
Industry Platform Strategy and Approach Summary

- Provide industry’s best digital government platform
- Provide a GovCloud native advanced modern solution that is secure at the core and configurable
- Expanded breadth of service offerings across government entities to enable a citizen to interact entirely with government via the device in their hand
- Expanded depth of solution offering by augmenting and/or becoming the system of record
- Integrate quickly and securely via standard services-based APIs
Platform Demo

Digital Government Solution for Citizens
Alexa and PayIt Use Cases

• ALEXA when does my drivers license expire?
• ALEXA what time does the sun set today?
• ALEXA what time is the DMV open until?
• ALEXA where is the nearest unemployment agency?
• ALEXA how is the weather today?
• ALEXA how much does it cost for a Fishing License?
• ALEXA how do I pay missed tolls?
Partners in Innovation

Benefits of Partnering with PayIt

Citizen Features
- Single Sign-On
- Citizen Profile & Data Reuse
- Digital Wallet
- eBilling
- Account Management
- Transaction History
- Alerts & Notifications

Agency Features
- Citizen Demographics & Insights
- Automated Financial Reporting
- Transaction Auditing & Management
- Agency User Management
- Workflow Management & Reporting

No/Low Cost to Government
- No implementation fees
- No ongoing hardware, licensing, or maintenance costs
- No marketing costs
- No support costs
- No upgrade costs
- Opportunity to generate additional revenue for governments
Digital Marketing and Constituent Outreach
Methods Utilized to Influence Citizen Adoption
PayIt helps you...

• Increase reach to every demographic
• Showcase government services
• Increase digital transactions = saving government time and money
• Increase citizen compliance / adherence to laws, regulations and payments due
• Improve cash flow / time to cash for government
• Reduce paper-based statements, invoices and notifications
• Reduce traffic in offices and calls into call centers
Government Simplified
Major Projects Overview
Stephanie Wingert, Director of Project Management
Overview of IT Projects

TOTAL ACTIVE PROJECTS (346)

- Department of Transportation 23%
- Department of Health and Social Services 16%
- Department of Services for Children Youth & Family 4%
- Department of State 7%
- Department of Technology and Information 10%
- Department of Finance 5%
- Department of Education 3%
- Dept. of Natural Resources & Environmental Control 9%
- Department of Correction 5%
- Department of Safety and Homeland Security 3%

Other departments and agencies include:
- Advisory Council for Exceptional Citizens
- Delaware Justice Information System
- Department of Agriculture
- Department of Correction
- Department of Education
- Department of Finance
- Department of Health and Social Services
- Department of Human Resources
- Department of Labor
- Department of Safety and Homeland Security
- Department of Services for Children Youth & Family
- Department of State
- Department of Technology and Information
- Dept. of Natural Resources & Environmental Control
- Fire Prevention Commission
- Judicial
- Legal
- Legislative
- Office of Management and Budget
- Office of the Governor
- Other Elective
- State Treasurer
Overview of Major IT Projects

**Major Project Scoring Criteria**

- **Project complexity**
- **Number of agencies impacted**
- **Estimated Duration**
- **Project Cost**
- **Risk Assessment**
- **Type of Project**

**Total of criteria**

- < 6: Level 1 Project, Major Project = No
- < 15: Level 2 Project, Major Project = No
- >= 15: Level 3 Project, Major Project = Yes

**ACTIVE MAJOR PROJECTS (28)**

- Department of Correction
- Department of Education
- Department of Finance
- Department of Health and Social Services
- Department of Human Resources
- Department of Safety and Homeland Security
- Department of State
- Department of Technology and Information
- Dept. of Natural Resources & Environmental Control
- Legislative
- State Treasurer
Upcoming Initiatives
New Business
<table>
<thead>
<tr>
<th>COVID-19 RESPONSE</th>
<th>TECHNOLOGY IMPACTS</th>
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<tbody>
<tr>
<td>Telecommuting</td>
<td>• Line of business&lt;br&gt;• Prioritization&lt;br&gt;• Health&lt;br&gt;• Safety&lt;br&gt;• Financial&lt;br&gt;• Other users</td>
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<tr>
<td>Dashboard</td>
<td>• Create dashboard for real-time information sharing</td>
</tr>
<tr>
<td>State Health Operations Center/Joint Information Center</td>
<td>• SharePoint Online for team creation (to support dynamic and static collaboration)</td>
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<tr>
<td>PHRST/ERP</td>
<td>• New ERP changes/application (to address leave policies)</td>
</tr>
<tr>
<td>Other Preparations/Responses</td>
<td>• Ability to manage centrally depends on ITC status</td>
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New Business