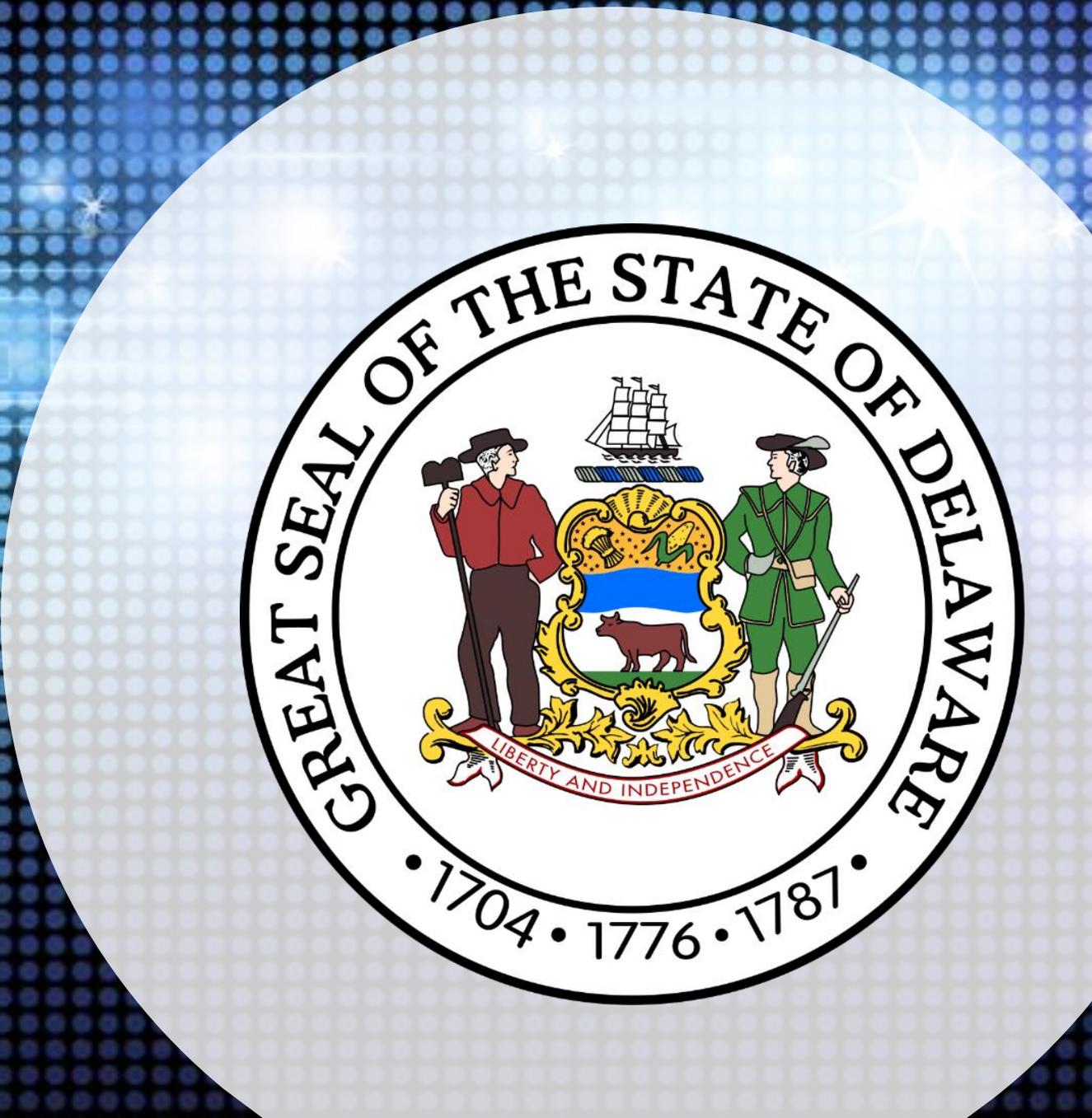


Technology Investment Council

March 12, 2020



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

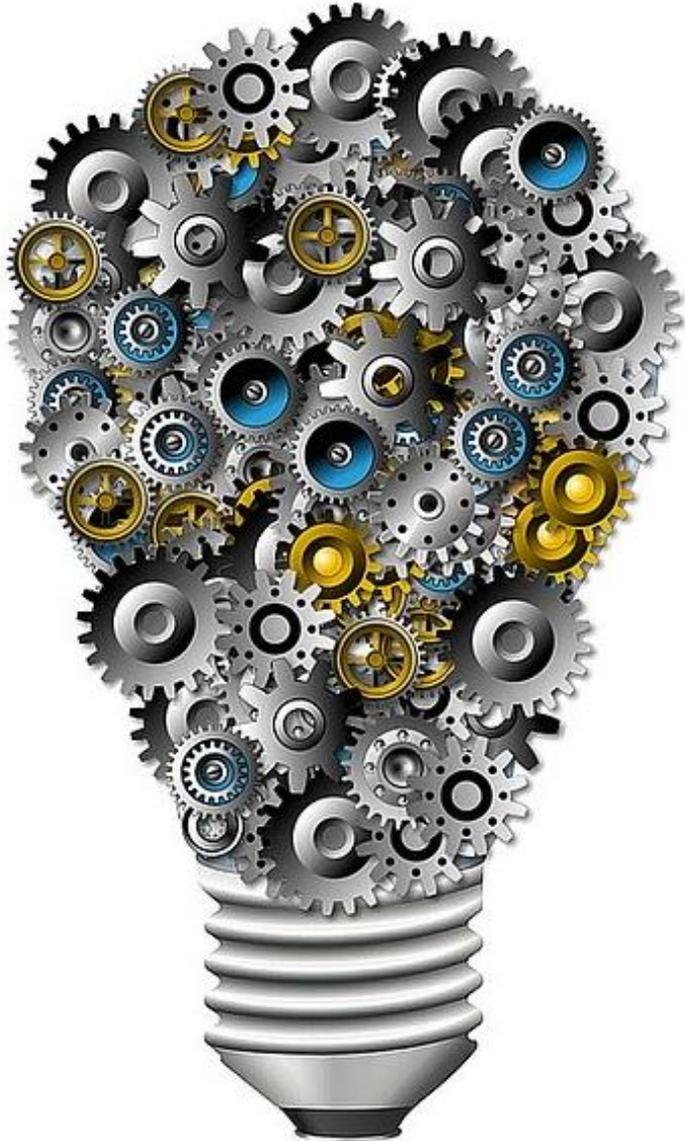
Upcoming Initiatives

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**

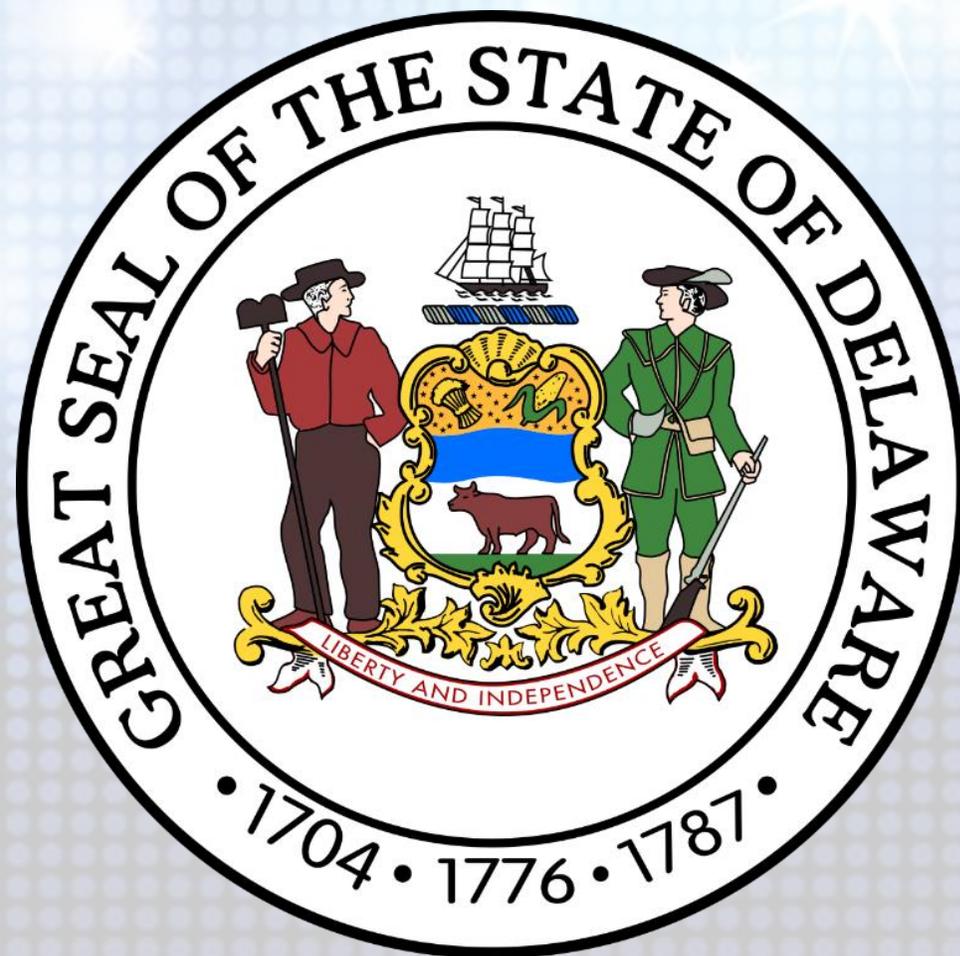


We are excited to announce that Justin Day will be our new Chief of Partner Services as part of our ongoing transformative digital government strategy!

Congratulations, Justin!

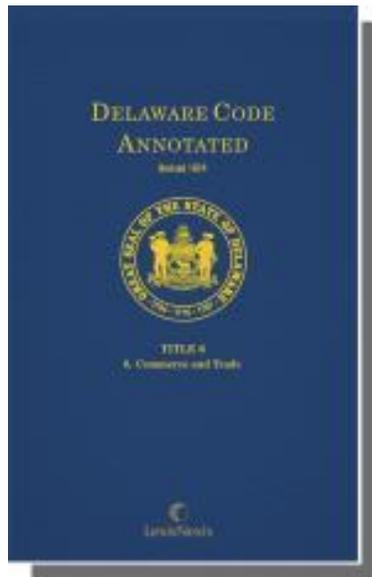
Role of the Technology Investment Council

Aleine Cohen, DAG



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

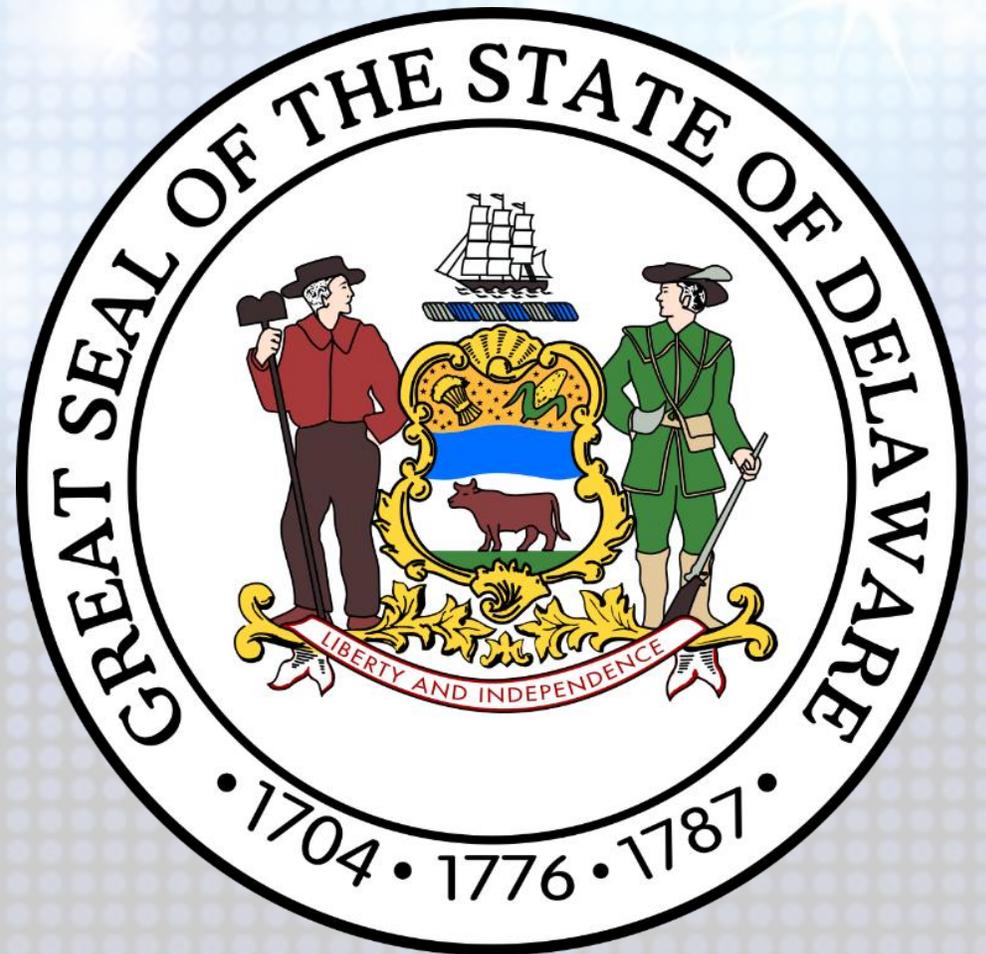
Role of The Council

- **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

Back on the list. Last appeared in 2017.

7. Legacy modernization

8. Data Management and Analytics

Holding steady on the list since 2016

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



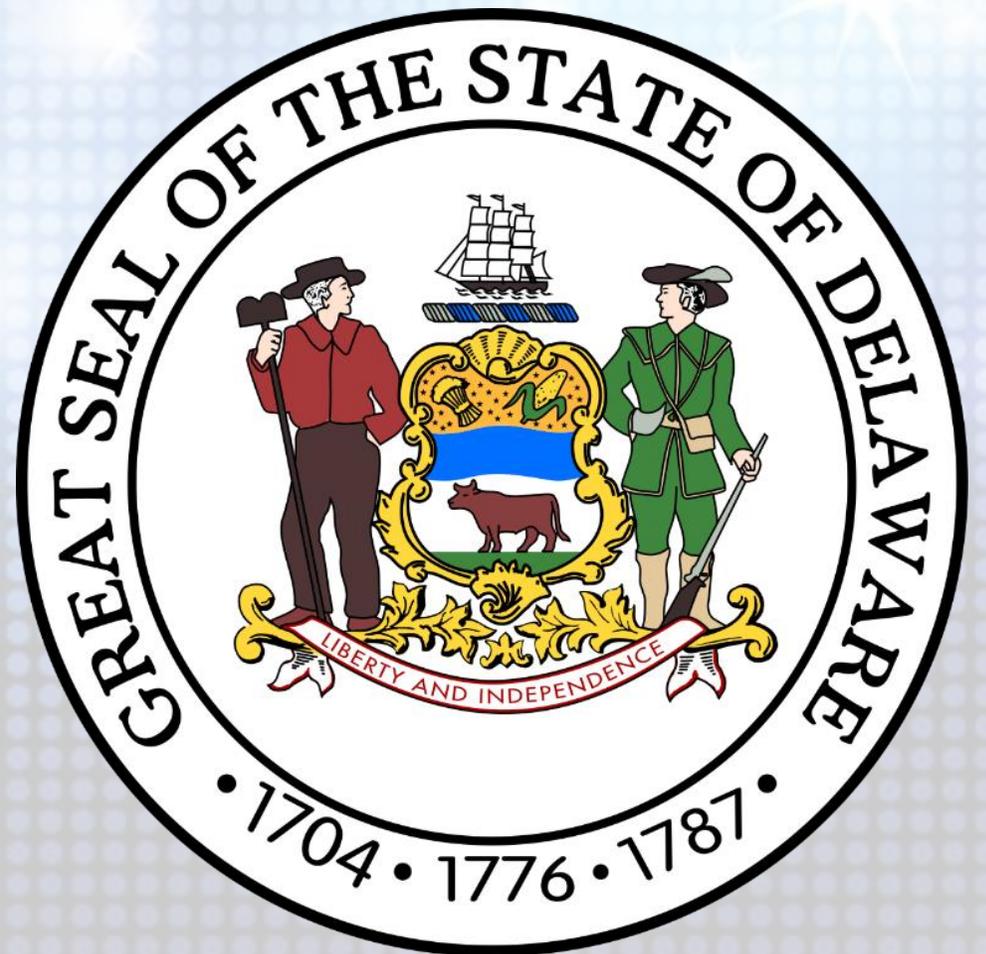
Data privacy and role of chief privacy officer

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

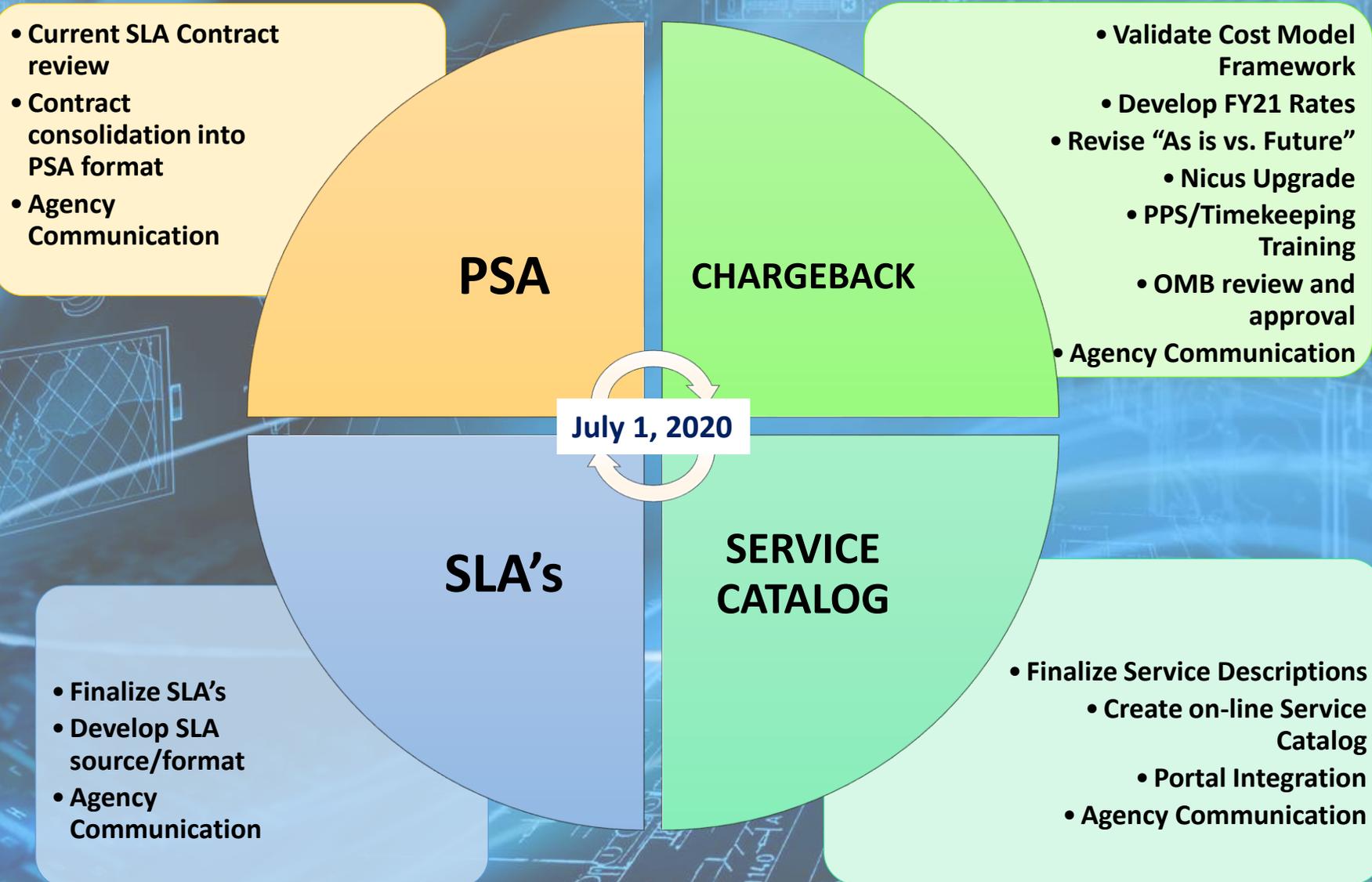


LICENSING AND SUBSCRIPTIONS



PRINT & MAILROOM SERVICES

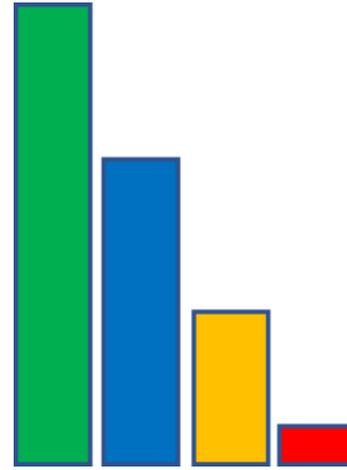
Overview of Delaware's IT Landscape



IT Centralization Progress

>90%

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



>50%

Elections	OMB
DHR	

<50%

DOL	DHSS
DOE	DSCYF
DOC	DSP

Core* Services Only

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

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

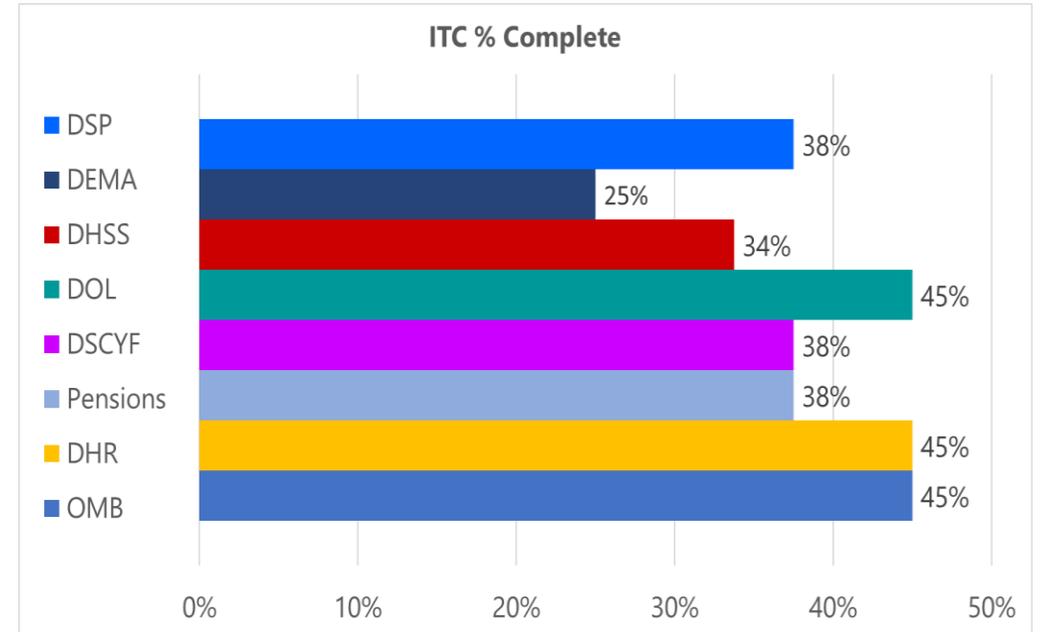
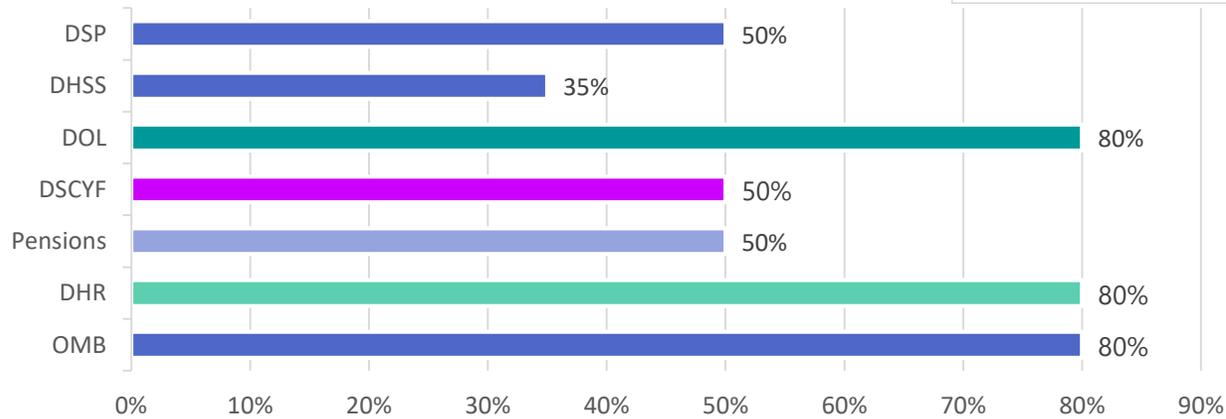
Overview of Delaware's IT Landscape



Current Centralization Effort Milestones:

1. Kick-Off Meeting
2. IT Assessment
3. Summary Report
4. Integration

Assessment Data Collection Status



Delaware Courts

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.**

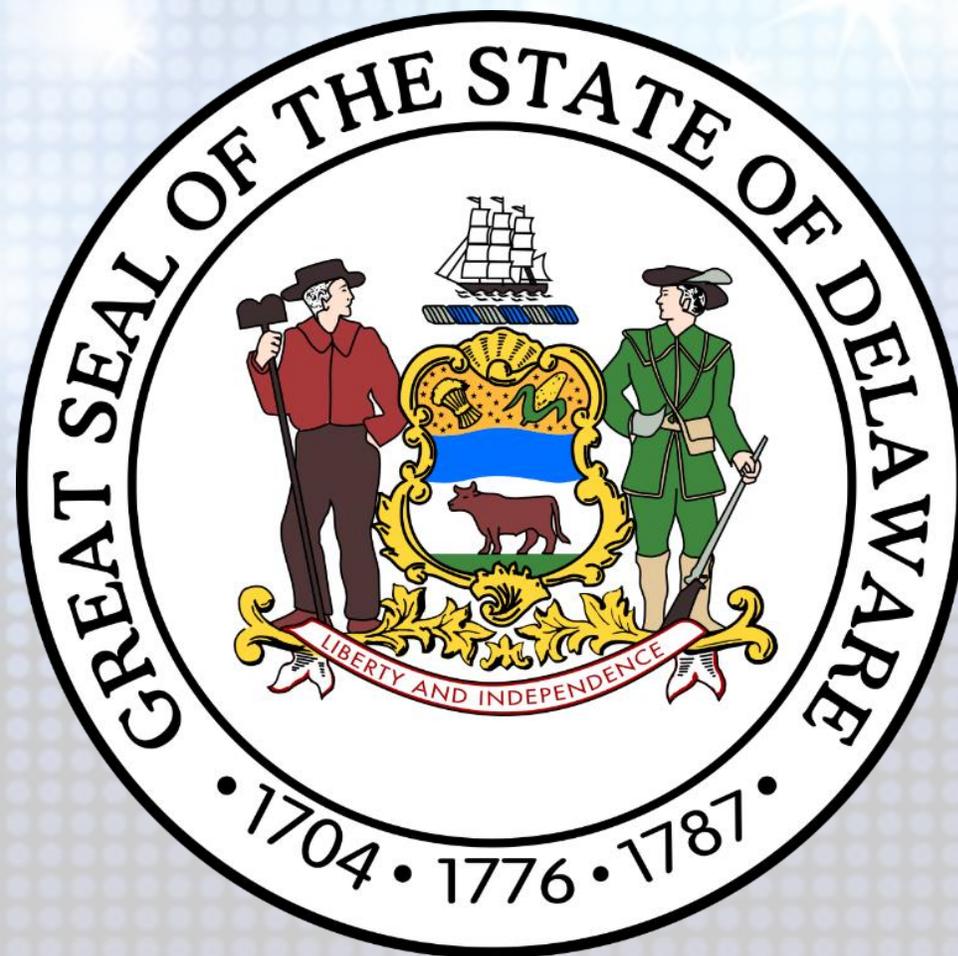


Delaware's Digital Government Vision

Greg Lane, Chief Technology Officer

Caroline VanDeusden, Director Local Government Pay It

Mike Wons, CCO, Pay It and Neil Graham CRO, Pay It



The image features a central graphic of a hand holding a globe. A dark blue silhouette of the state of Delaware is overlaid on the globe. Surrounding the globe are several circular icons connected by white lines, representing various digital and technological concepts such as data analysis, network connectivity, and global communication. The background is a soft-focus, light-colored environment with bokeh light effects.

Delaware's Digital Government Vision

Digital Government – Next Generation

My_Delaware.gov 

Hello Greg!
Last logged on: mm/dd/yyyy

Your Driver's License No. 54321 will expire: mm/dd/yyyy
Vehicle Renewal Notice - Tag Number 123456 is Due: mm/dd/yyyy

Happening in DE

- Item 1
- Item 2
- Item 3

I want to...

- Get or Renew my Driver's License
- Get or Renew my Fishing License
- Find a Park near me
-
-
-
- Perform Service X

Checkout

Check out with **PayPal**
Express Checkout

 Weather  Traffic

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





payit

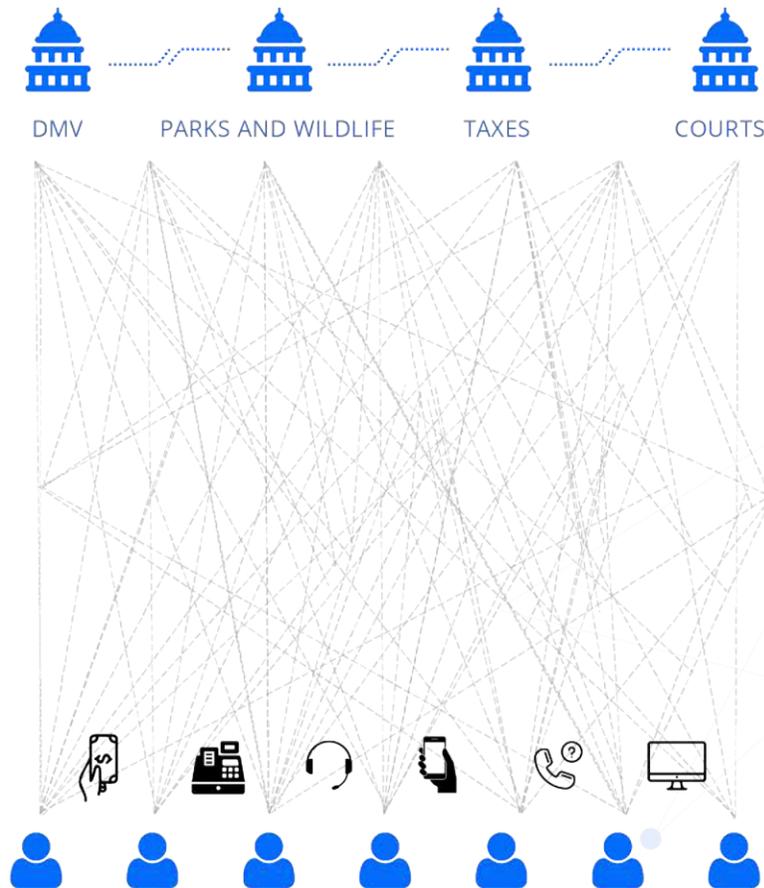
Payit Digital Government Experience



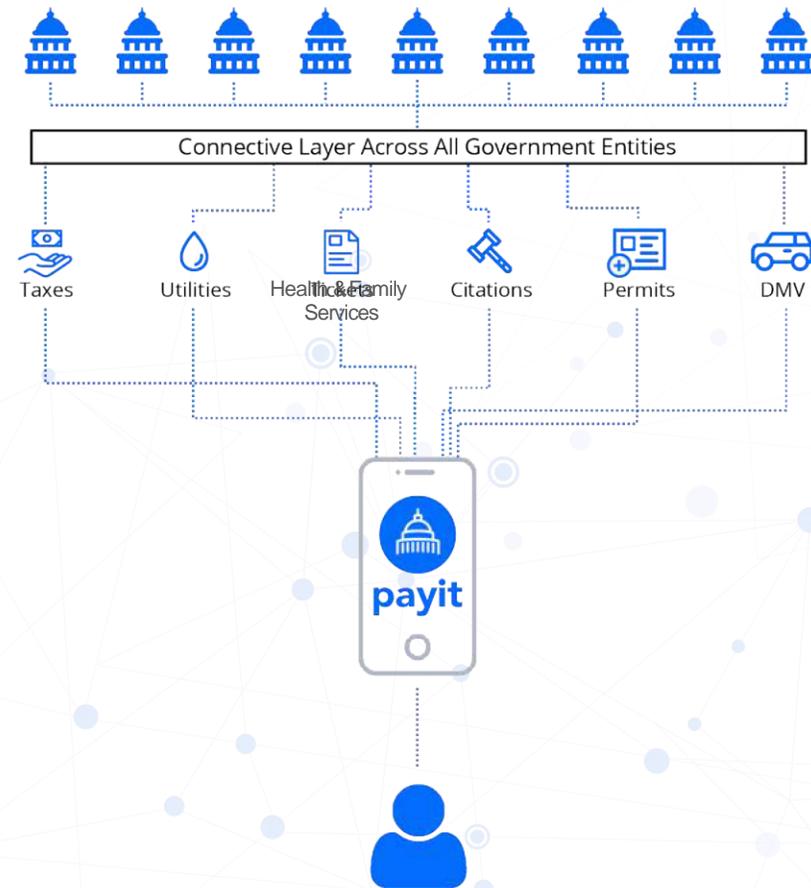
Personalizing Government

Removing Friction with every interaction

Current civic engagement landscape



Next-Generation GovTech Paradigm



Paylt 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



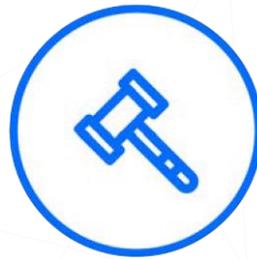
Taxes



Turnpike
& Tolling



Utility
Services



Courts &
Citations



Parks &
Wildlife



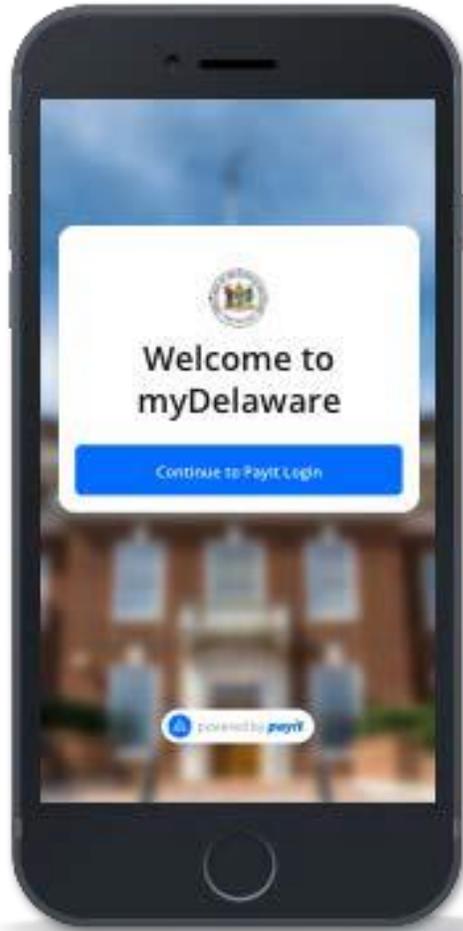
Environmental
Services

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

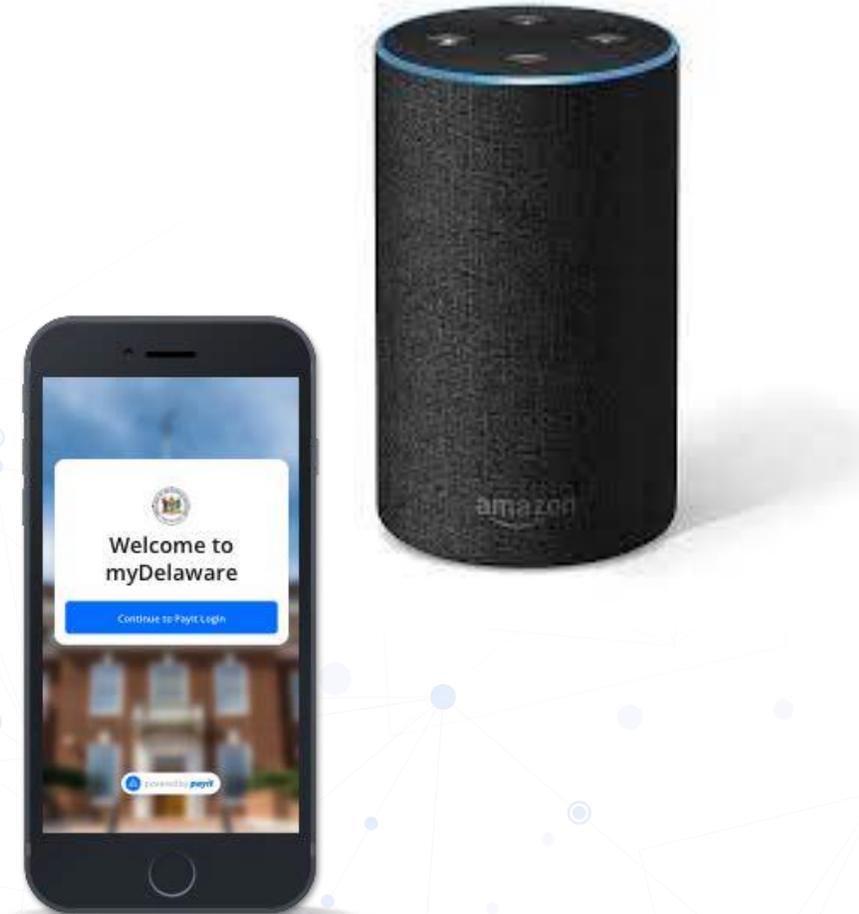
Digital Government Solution for Citizens



A screenshot of the myDelaware website homepage. The header includes the "myDelaware" logo and navigation links for "Contact Support" and "Login". The main content area features a large "Welcome to myDelaware" banner with a "Continue to Payit Login" button. Below this is a "myDelaware Services" section with four icons and descriptions: "Renew Vehicle Registration", "Renew a License", "Request Vital Records", and "Secure Login". A section titled "Download the myDelaware app" shows the app on a smartphone and provides download links for the App Store and Google Play. The footer contains the "payit" logo, the slogan "Payit is Government Simplified", and links for "Contact Support" and "About Payit".

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

Marketing Ecosystem



Summary

PayIt helps you...

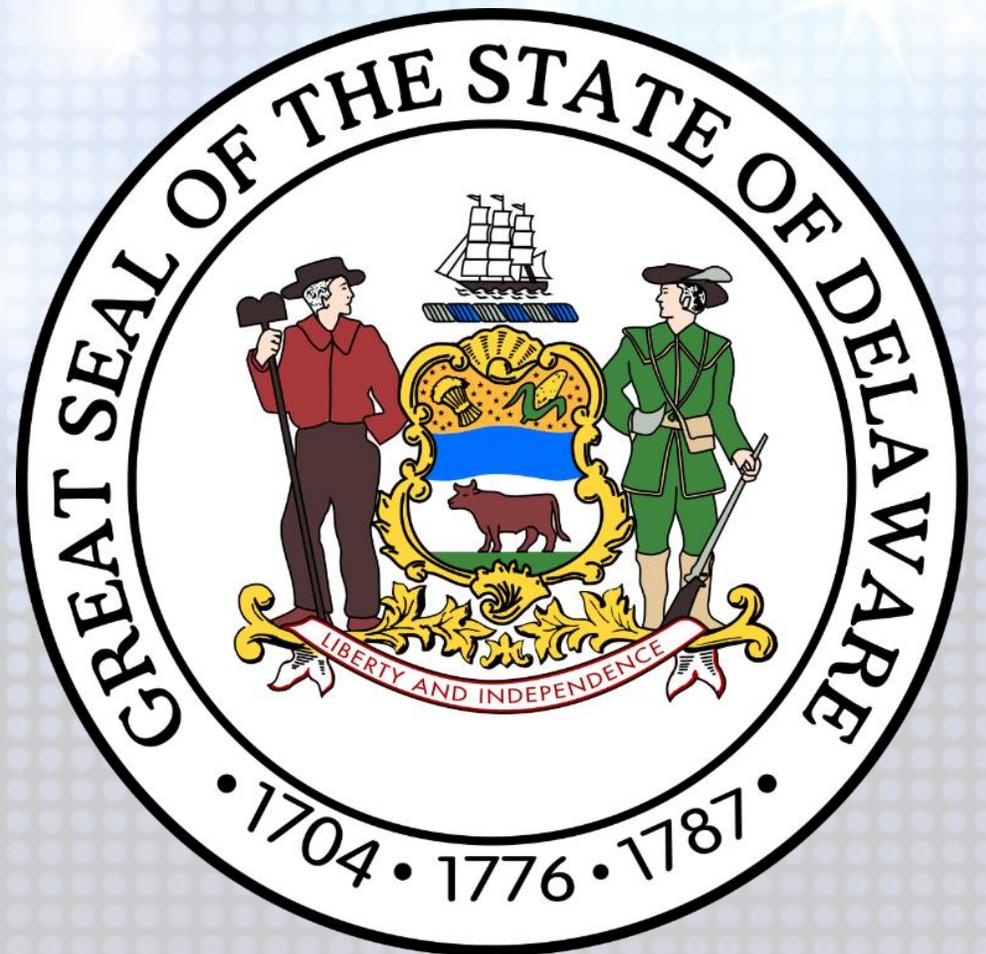
- Increase reach to every demographic
- Showcase government services
- Increase digital transactions = saving government time and money
- Increase citizen compliance / adherence to laws, regulations and payments due
- Improve cash flow / time to cash for government
- Reduce paper-based statements, invoices and notifications
- Reduce traffic in offices and calls into call centers

Government Simplified

payit

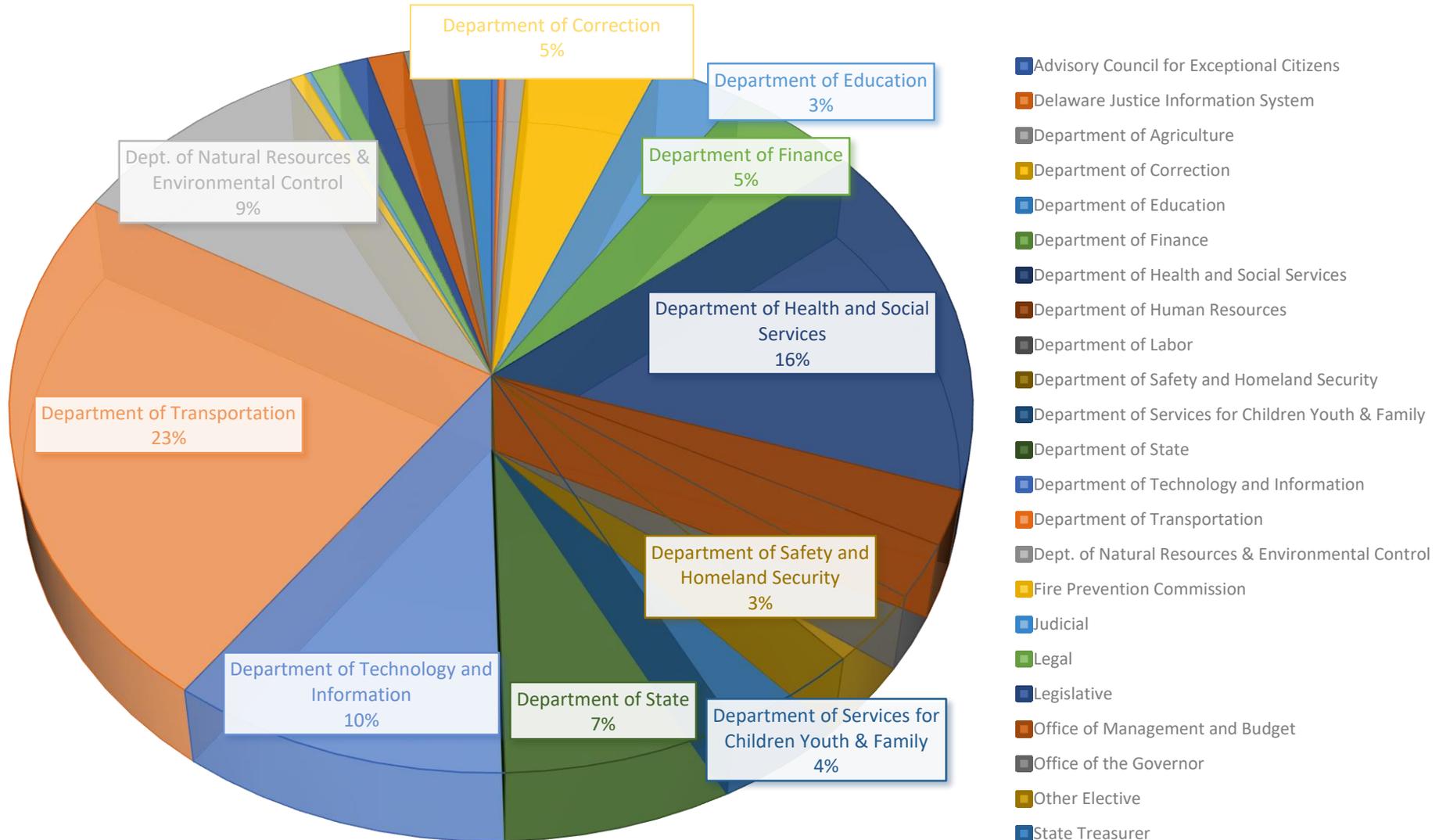
Major Projects Overview

Stephanie Wingert, Director of Project Management



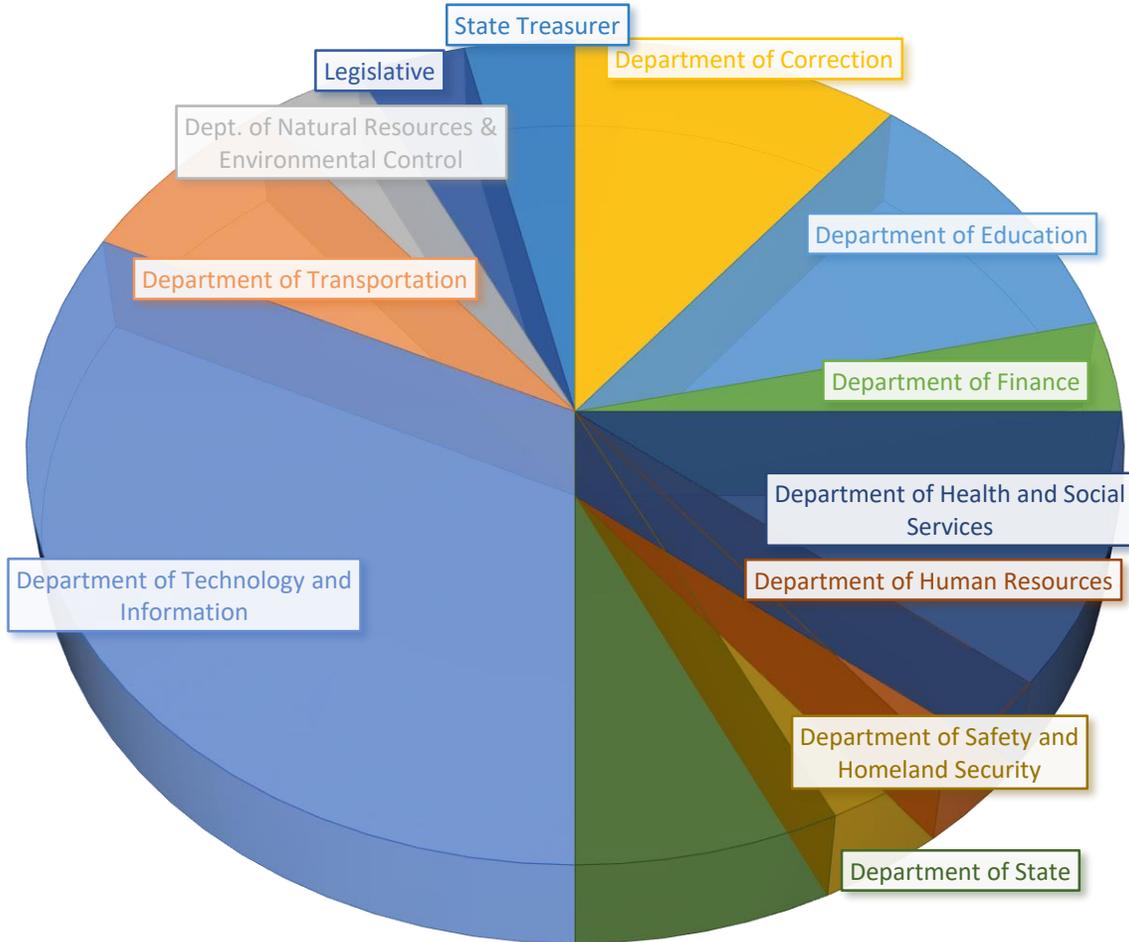
Overview of IT Projects

TOTAL ACTIVE PROJECTS (346)



Overview of Major IT Projects

ACTIVE MAJOR PROJECTS (28)



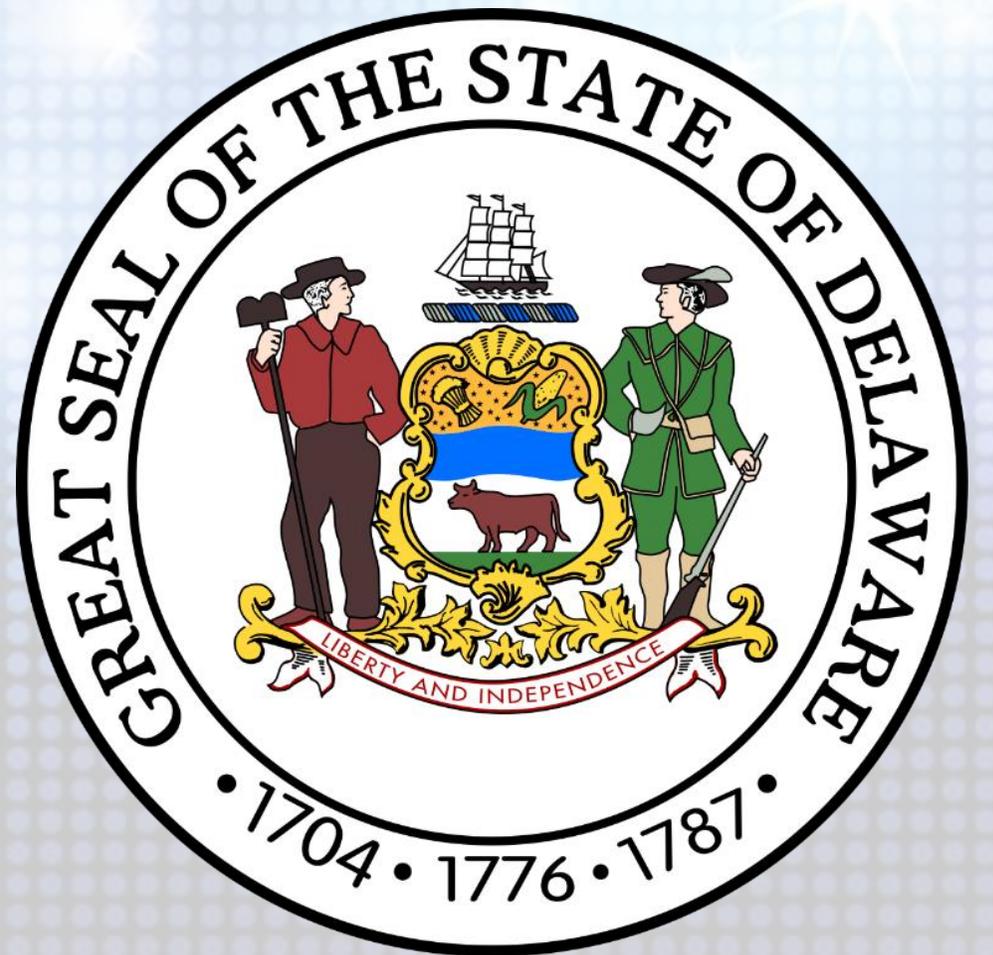
Major Project Scoring Criteria

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

Total of criteria

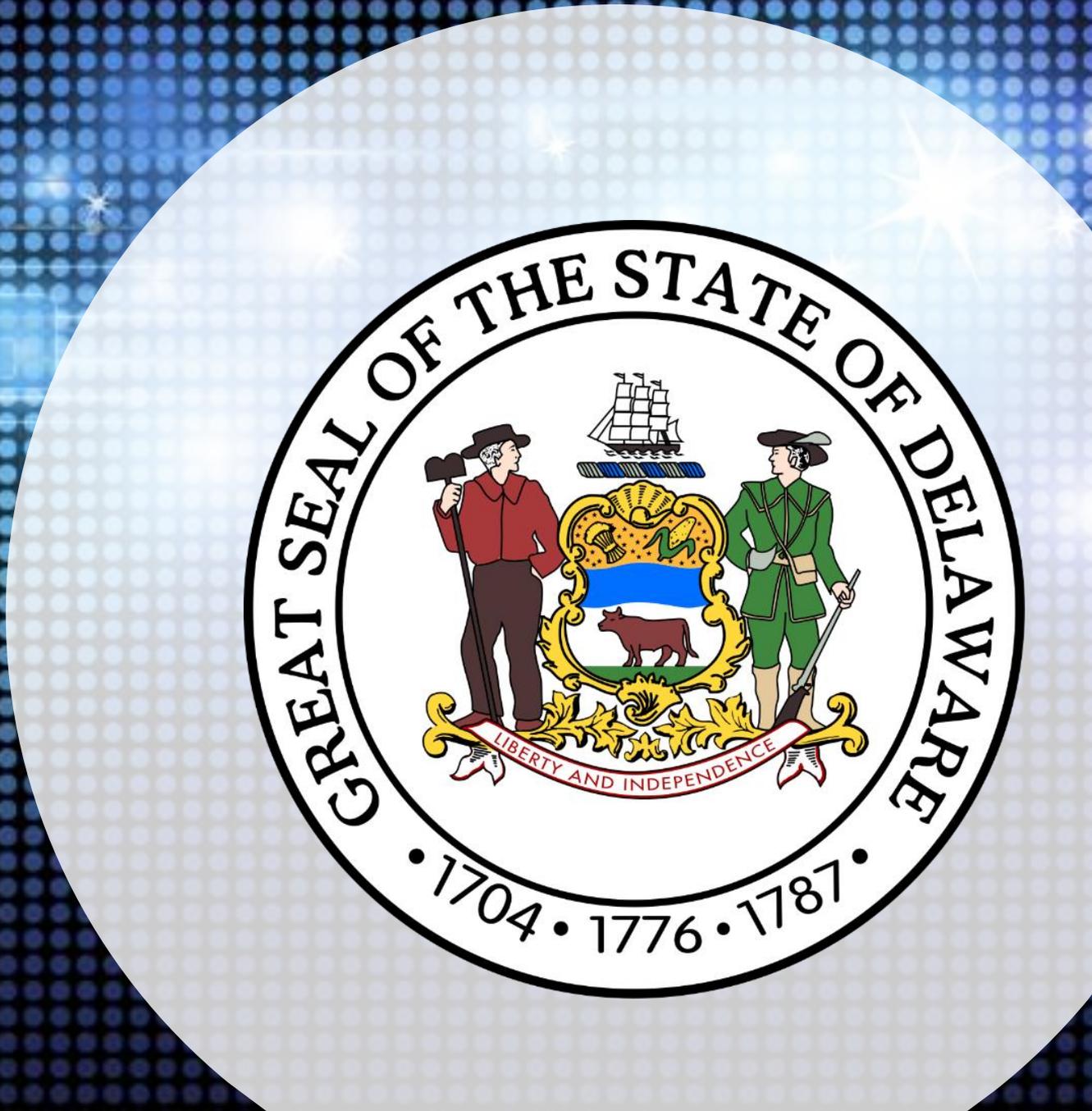
- < 6: Level 1 Project, Major Project = No
- < 15: Level 2 Project, Major Project = No
- >= 15: Level 3 Project, Major Project = Yes**

Upcoming Initiatives





New Business

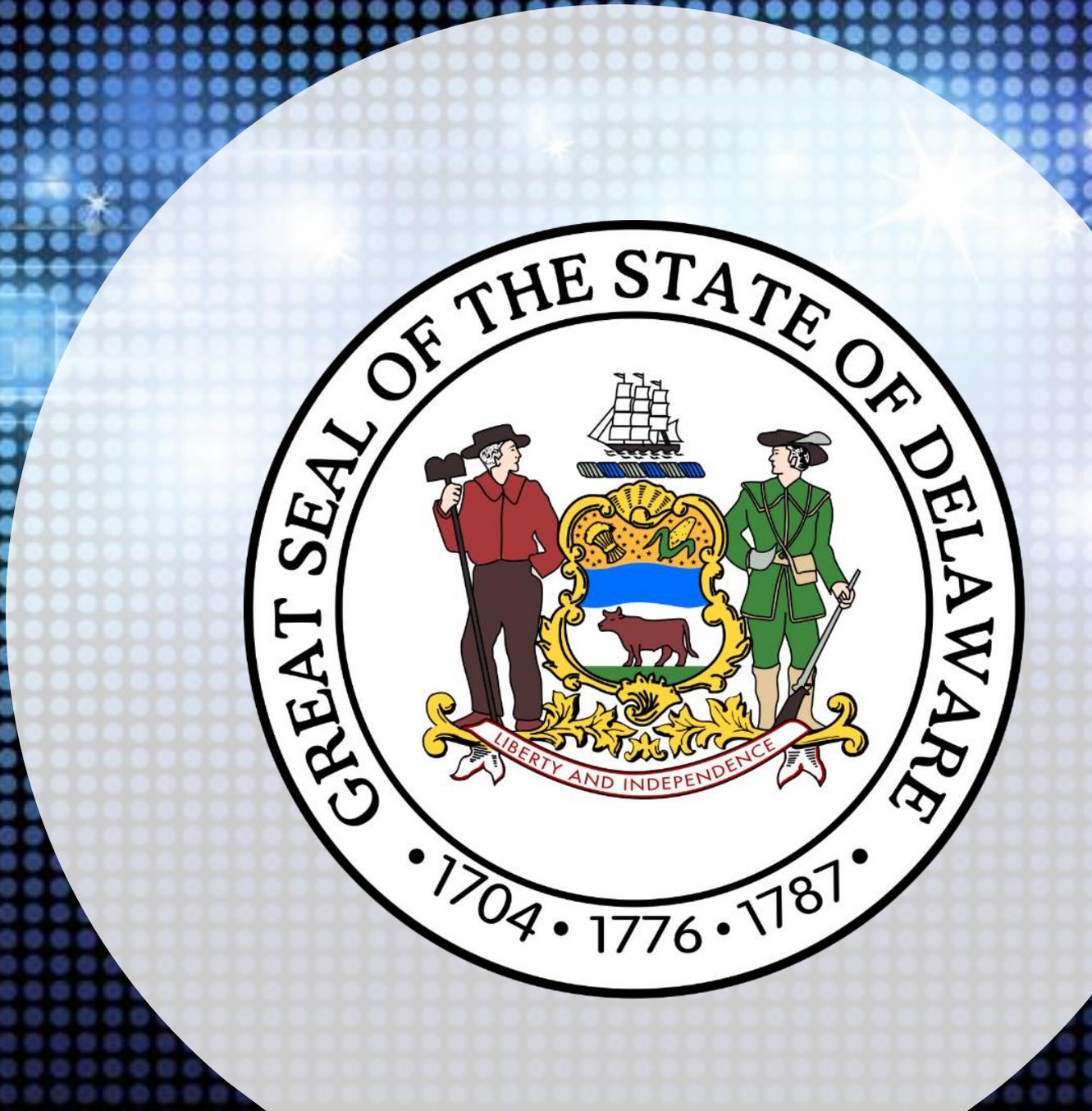


New Business: COVID-19 RESPONSE

COVID-19 RESPONSE	TECHNOLOGY IMPACTS
Telecommuting	<ul style="list-style-type: none">• Line of business• Prioritization<ul style="list-style-type: none">• Health• Safety• Financial• Other users
Dashboard	<ul style="list-style-type: none">• Create dashboard for real-time information sharing
State Health Operations Center/Joint Information Center	<ul style="list-style-type: none">• SharePoint Online for team creation (to support dynamic and static collaboration)
PHRST/ERP	<ul style="list-style-type: none">• New ERP changes/application (to address leave policies)
Other Preparations/Responses	<ul style="list-style-type: none">• Ability to manage centrally depends on ITC status

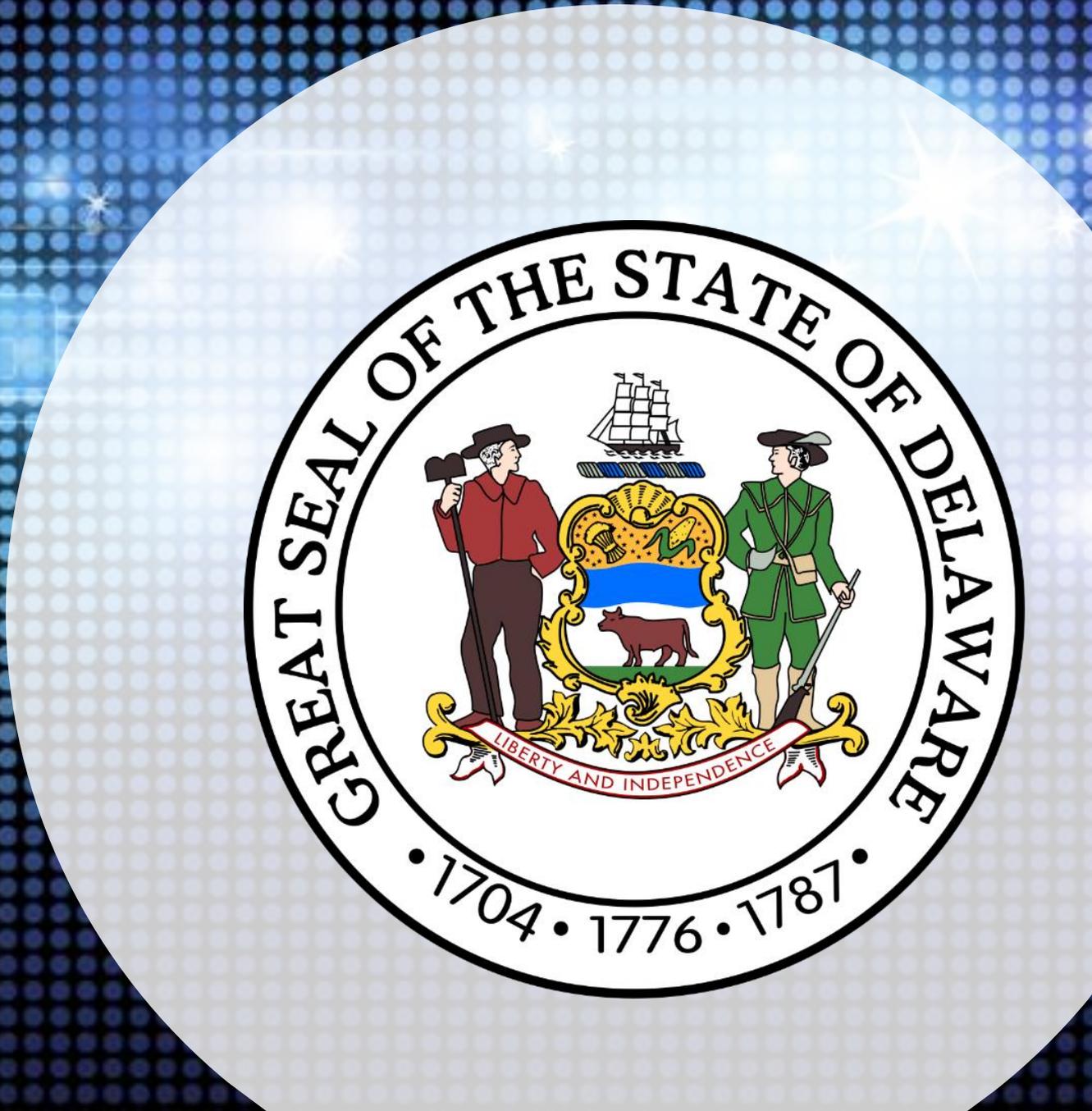


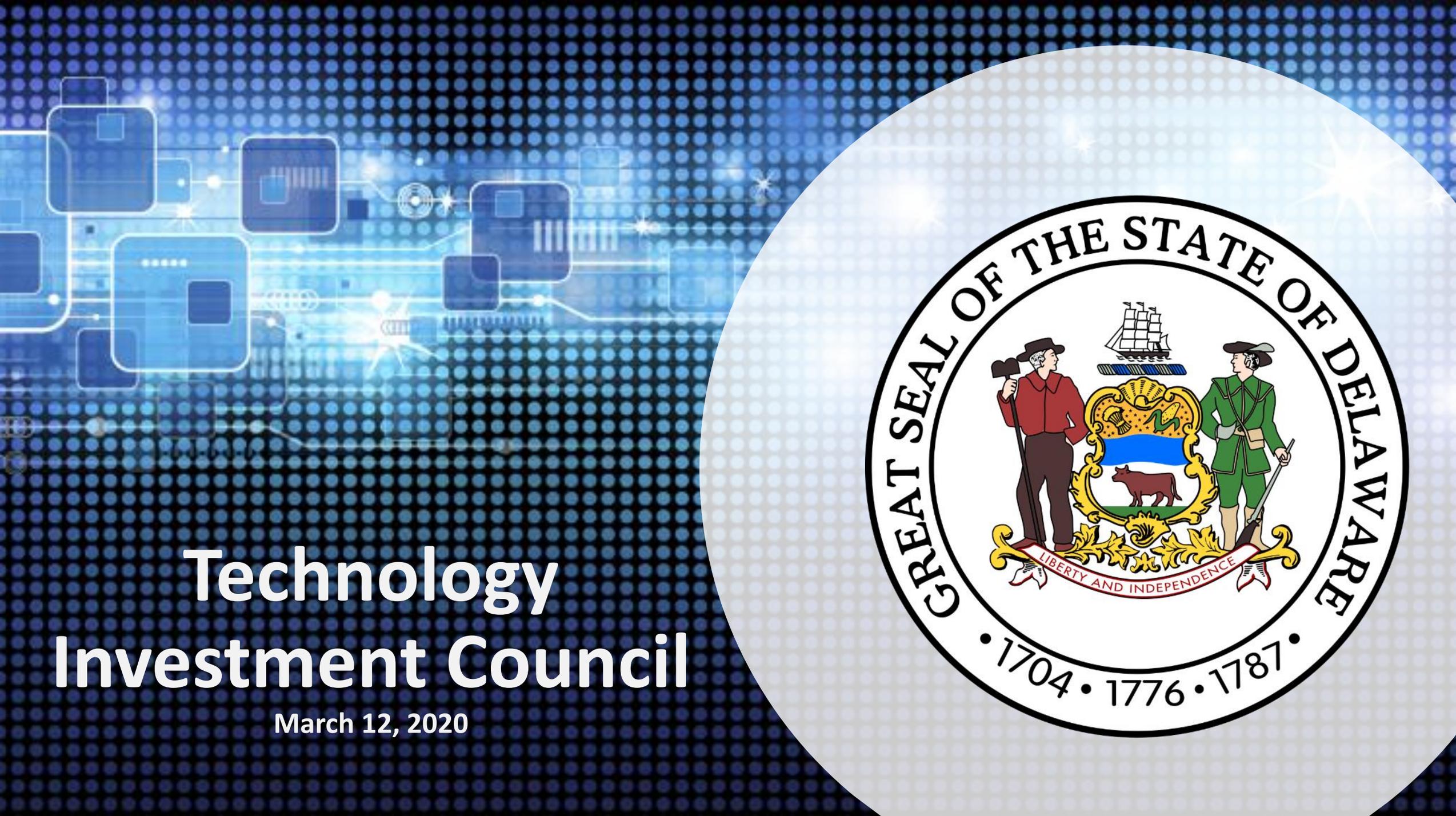
New Business





Public Comment





Technology Investment Council

March 12, 2020

