

# Office of Major Projects



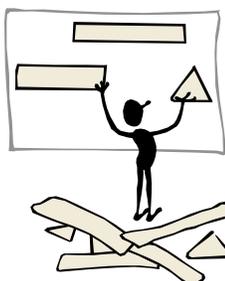
**Vision:** Provide consistent quality leadership in project management using industry best practices. Enhance the acceptance of cultural and technological change to maximize the benefits of major projects.

## 30 Days and Counting...

Submitted by Lynn Hersey-Miller, *Retired*

### Highlights . . . .

30 Days & Counting...  
Project Management  
eGovernment Program  
Change Management  
ERP Service Delivery  
Enterprise Architecture  
Application Delivery  
Mainframe  
Modernization  
Recognition  
Projects



I'm honored to be able to write a final article for this newsletter. I am truly grateful that all teams have worked diligently under strict timeframes over the past several years to *always* meet the deadline for completing their newsletter articles.

So what is a deadline? Obviously, we all know that a deadline is a 'time limit'. How many deadlines do you meet in a day? a week? a month? Or, more importantly, how many deadlines do you miss in a day? a week? a month?

For some of us, deadlines inflict a level of discipline that would typically be missing from our environment. They have a positive impact, even though too many deadlines can cause confusion and frustration. For some of us, deadlines represent foreboding anticipation that results in stress and anxiety. For most of us, deadlines are a normal part of our daily lives.



During my tenure with Delaware state government, I was confronted with hundreds of deadlines. Over the years, those deadlines ranged from "reasonable" to "ridiculous"! Each of the deadlines required close coordination, communication, and collaboration with many

others in order to meet the time limit and still deliver a quality product. Some of the deadlines were optimistically anticipated and others were dreaded beyond words. Some of the deadlines were met. Some were not.

While I've only been retired for 30 days (and counting), the unmistakable absence of reasonable AND ridiculous deadlines has been one of my most wonderful discoveries! Although the absence of deadlines hasn't meant an absence of responsibility, it has meant that the time limit is "unlimited."



I know your days are filled with many deadlines. As part of my relaxed and enjoyable retirement, I wish, for each of you, only those kinds of deadlines that bring a pleasant feeling of gratification and accomplishment. After all, meeting those deadlines means that precious time has passed...

*Lynn*

[mlbh.miller@verizon.net](mailto:mlbh.miller@verizon.net)

### Mission Statement:

"In synergy with DTI's mission, provide Diligent, Measurable and Practicable technology solutions for the State of Delaware. Under guidelines of the CIO, the Office of Major Projects builds economical and efficient technology solutions that enable the State of Delaware to serve, protect, and communicate effectively with its citizens."

# Quality Initiative Program (QuIP)

Submitted by Boskey Kamboj



Since 2006, the DTI Quality Month Celebration has progressed from a single-team celebration into a DTI-wide quality initiative. At the closing ceremony in October 2008, the Chief Program Officer announced the creation of the Quality Program Team for formalizing DTI's Quality Initiative Program. At that time, the DTI Leadership Team recognized and supported the importance of quality for providing services to the citizens of Delaware through various state organizations. These organizations include:

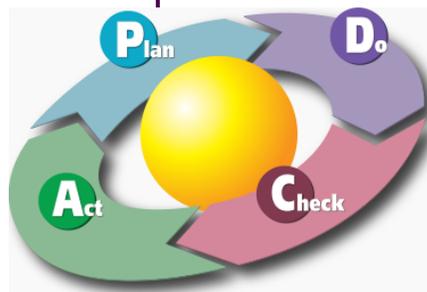


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 public schools;  
 the legislature;  
 various boards and commissions;  
 certain local government;  
 the Delaware National Guard; and  
 certain qualifying nonprofits, such as the Delaware Helpline.

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- the Delaware National Guard; and
- certain qualifying nonprofits, such as the Delaware Helpline.

The American Society for Quality (ASQ) defines a Quality Management System as “a formalized system that documents the structure, responsibilities, and procedures required to achieve effective quality management.” There are various Quality Management Systems in existence; such as Malcolm Baldrige, Capability Maturity Model Integration (CMMI), Information Technology Infrastructure Library (ITIL), and Six Sigma. With the implementation of a robust Quality Management System (QMS), DTI and its customers benefit from improving products and services provided to the citizens of Delaware. DTI's QMS will be an integrated approach that will use various quality methods where DTI staff has knowledge and their use is practical.

- Plan-Do-Check-Act
- DTI's custom PMO Methodology based on ISO-9000 standards and Project Management Institute (PMI) best practices.
- Malcolm Baldrige Criteria used by many State of Delaware organizations.



- Design for Six Sigma used for the Quality Initiative Program's infrastructure development.
- Six Sigma, including the variant Lean Six Sigma, for process improvement and problem solving.
- ISO-9000 for quality standards.
- ITIL for best practices related to operations and service.
- CMMI for best practices related to organizational process maturity.

Since the beginning of 2009, the Quality Initiative Program team has obtained support for the program and approval for the Program Charter from Secretary Sills. As the year continues, the team is gaining momentum in establishing the next steps for achieving program goals.

Core Project Team	
<i>Application Delivery</i>	<i>Karen Esposito</i>
<i>Customer Care Center</i>	<i>Dorothy Kope</i>
<i>Data Center &amp; Operations</i>	<i>Chris Jones Justin Day</i>
<i>Enterprise Resource Planning</i>	<i>Kathy Donovan</i>
<i>Program Management Office</i>	<i>Boskey Kamboj Cindy Bray</i>
<i>Systems Engineering</i>	<i>TBD</i>
<i>Security Office</i>	<i>Gohar Qureshi</i>
<i>Telecommunications</i>	<i>TBD</i>

In the upcoming month, the Quality Program team will send communications for the program. Additionally, there are projects being determined as part of this initiative.

Watch for more quality communications throughout the year.

# eGovernment Program

Submitted by Boskey Kamboj and Li Wen Lin

## DNREC eGOV WEB PORTAL

...is up and running!

The Delaware Department of Natural Resources and Environmental Control (DNREC) eGov web portal now resides in the new Web Application Facility (WAF) at DTI on virtual servers.



DNREC is a state agency with the mission to protect and manage the state's vital natural resources, protect public health and safety, provide quality outdoor recreation and to serve and educate the citizens of the First State about the wise use, conservation, and enhancement of Delaware's environment.



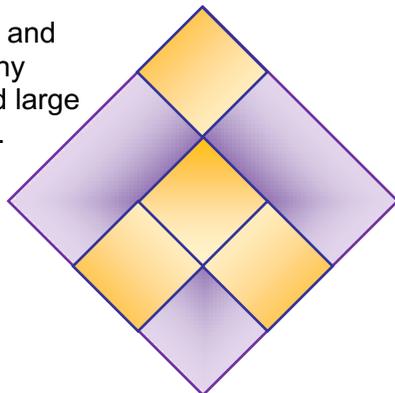
Through the agency's eGov web portal and underlying application, citizens are able to obtain licenses online,

make purchases, and a variety of other online services. Until April 16, 2009, the application was supported by a vendor and co-managed by the Department of Technology and Information (DTI). Upon completion of the project, the application support was transferred to DTI.

This project provides DNREC an annual savings in the maintenance cost of \$50,000 paid to the vendor. One of the crucial deliverables was to convert the existing eight servers to the virtual environment initiative at DTI which reduces cost (hardware, maintenance, etc.) and increases DTI's advocacy toward Green IT initiatives.

## SQUARE DECISION

Observe this figure and determine how many small, medium, and large squares it contains.



Answer on page 11

## IDENTITY ACCESS MAINTENANCE (IAM)

### Self-Registration Phase 1:

The IAM project team rolled out the first phase of self-registration with the pilot application, DeIDOT's Motor Fuel Tax Administration's International Registration Program (IRP).



Citizens/business partners will be able to create an account with IAM's central identity directory which will then allow them to subscribe to the IRP system. IAM's central identity directory will facilitate the single sign-on for all applications that are integrated with IAM.



One key feature of IAM is the 'Lost Password' functionality. The client will be able to manage their own passwords with the 'Lost Password' functionality that Jim He and Terry

Wright have been fine tuning. This will alleviate the administrators at IRP or any other application that is integrated with IAM from resetting passwords for their clients. And, in the near future, IAM will allow citizens the ability to navigate from one application to another application with one sign-on.

Phase 2 of Self-Registration will entail the full single sign-on between applications...stay tuned!



### New staff

#### Matt Payne, Chief Technology Officer

Matt will be responsible for the new Technology and Development Organization.

# Enterprise Architecture Program

Submitted by Tony Collins and Randy Hultman

Visit the  
[DEAL](#) website.



## WHAT'S IN YOUR DATA CENTER?

Many of us are familiar with the Capital One® marketing slogan, "What's in your wallet?". Quite honestly, many times I couldn't tell you what my wallet contains. It seems that the green stuff grows legs and walks away.



In many ways, it is equally challenging to keep track of the items that are in our data centers. Sure, this team might have a system, document, spreadsheet, or papers that contain some of the items in your data center, but have you recently tried to reconcile those lists. It is quite a challenge! DTI has well over 300 systems in its data center.



Governor Markell's Government Performance Review (GPR) has drawn attention to numerous opportunities to reduce the cost of computing throughout the State. In particular, the GPR initiative requires that everything that is done be viewed from an 'enterprise' perspective and the enterprise is the entire state. Clearly, several of the goals of GPR are in synch with DTI's enterprise architecture activities. While much of the initial focus is on hardware, software and networks, there is also a deep interest in identifying long-term opportunities at the business application layer. This led to an increased focus on the application inventory or to use a fancier term, 'Application Portfolio'.

Every IT organization has some form of Application Portfolio, even if it is just a hand-written document tacked to a bulletin board. However, the best-run organizations take a more structured approach to the data gathering, storage, and analysis. And in decentralized IT environments, such as the state's, it is particularly important to take a disciplined approach, where the organization is actively managing their application portfolio. Some folks refer to this approach as Application Portfolio Management (APM) and they are frequently analyzing the financial benefits of their applications versus the costs. Other leading



organizations use APM to proactively manage the lifecycle of their systems.

To that end, DTI's Enterprise Architecture and Customer Care Center teams have joined up to conduct an exhaustive survey of all state organizations, reaching beyond the GPR scope to address all branches of government, education, and quasi-governmental groups. This data will then be evaluated, cleansed, and stored in a database. We are also working on the best methods to keep the data current and to share the data with other DTI and non-DTI systems as appropriate. The end goal of implementing APM is a bit in the distance, but the benefits of knowing 'What is in your data center?' are significant and will be realized soon.



## Assignments:

**Pn Naraynan** is the new Project Director for the ERP project, which is the #1 project in state government. ERP is the catalyst for driving down costs and creating efficiencies.

**Parthiban Jayaraman** is the new Team Leader for the Application Delivery team which helps deliver multiple automation solutions across the enterprise.

**Li Wen Lin** is the new Team Leader for the Project Management Team. In addition to this change, all project managers in the organization will report directly to the PMO to ensure consistency across the department in the management of our project portfolio.

**Bud DuPlessis** joins the Enterprise Architecture group. He will help manage the apps portfolio; driving down costs and eliminating legacy infrastructure.

**Sharon Seifert** moved to ERP to provide administrative support for the team.

# Organizational Change Management (OCM)

Submitted by Pam Waters

## THE ROAD TO ENTERPRISE CHANGE MANAGEMENT (ECM)

In our last article, we talked about today's turbulent world and how the only constant seems to be 'change' and that everyone goes through a universal cycle of commonalities when faced with change: comfort, denial, anxiety, insight and back to comfort. In an atmosphere where change is constant, you need to develop a culture of change competency to overcome the loss of productivity that accompanies this cycle.



Change competency is an organization's ability to react to and manage change over and over again. Change becomes the norm and loss of productivity is kept to a minimum. How do organizations become change competent? As mentioned in the last article, it is about using Enterprise Change Management (ECM) as the key to becoming change competent. Prosci® defines ECM as "the systematic deployment of change management skills and competencies throughout an organization to increase an organization's change competency and the total value recovered from the change initiatives."

DTI has been using this systematic approach for quite some time and we are becoming a change competent organization. One way to establish this enterprise-wide is to adopt a quality perspective. A key component of quality is repeatable processes, which require consistent use of tools and templates. The PMO processes, tools, and templates can be found in EPM for [Project Management](#) and [Organizational Change Management](#).



Another quality component that leads an organization to becoming change competent is adopting practices found both internally (at DTI) and externally (other state organizations, consultants we have worked with, and organizations like PMI® and Prosci®.) We have looked at the best of what people are doing, and have "embraced and enhanced" what we found. Sometimes we borrowed from them, sometimes we modified what we found, and other times we developed a new tool or template based upon our

experiences with them. We then built these best practices into our processes, tools, and templates.

The next quality element that assists an organization with becoming change competent is measurement. DTI has many pockets of metrics; however, we need to align these metrics organization-wide, become consistent with collecting, measuring and reporting, and begin to base decisions regarding future change on what we discover. The QulP, referenced elsewhere in this newsletter, has metrics definition and uses that as part of their initiative. Decisions regarding an organization's strategy and vision that are based on a well-defined thoroughly understood set of metrics, rarely come as a surprise to individuals in the organization. Having a roadmap of where the organization is going helps members of the organization become change competent.



Once DTI established itself as a change competent organization, the question became, "How do we bring ECM to the statewide level so our state can reap the benefits of ECM and change competency?" The PMO has been moving in that direction for quite some time. We

worked with the COTS project, where we not only shared our tools and methodology with them, but we learned where we could improve those tools. After COTS, we worked with FACTS and again learned how to improve our tools from an external organization. Each time we have worked with an organization, we have helped them a little bit more than the last organization; plus, we have modified our tools based on what we learned in each initiative. We are currently working with ERP, COOP, Green-IT, eGIS, ICIS, and OPEN projects, partnering with organizations statewide and sharing our methodology and tools.



*Continued on page 8*

# Enterprise Resource Planning (ERP) Service Delivery

Submitted by Kamlesh Sheth

## SIGNIFICANT MILESTONES:

The ERP technical team, in collaboration with the project functional team, has reached many milestones for the second quarter of 2009.

- FSF System Acceptance Test is complete.
- Integrated testing between HCM and FMS using Integration Broker.
- Preparing for the upcoming PHRST User Acceptance Training and Testing.

Several DTI Teams continue to make significant contributions to these efforts and many others. They continually assist in creating, improving performance, and maintaining the ERP environment. DC&O always provides excellent support and monitoring of the PHRST Batch Schedule. The Change Control Team helps the ERP Team stay abreast of changes that may affect the PHRST application.



## PHRST Production Highlights



In addition to completing the many tasks that occurred during the last quarter, the Statewide Benefits Open Enrollment was again a successful event. On April 24<sup>th</sup>, ePay was rolled out and approximately 33,000 employees were able to view their live paycheck and advice data online.

## Next Quarter:

The ERP team is gearing up for the upcoming Fiscal Year Startup activities.

## DTC Highlights:

The 9.0 application was successfully upgraded. The 'Moving to Production' was scheduled for March 20 and per plan, the FSCM 9.0 application was scheduled for release on March 24 to the users. An important new feature introduced is the spreadsheet upload of data for voucher, journal, receivables, and Ren server.

We appreciate  
the ongoing  
teamwork!



## ERP PROJECT HIGHLIGHTS:

### Quality Center:

The ERP project team is continuing to use Quality Center to support testing activities for the Financials and PHRST initiatives. There have been over 8200 test scripts tested with an overall success rate of approximately 95%. The Quality Center has been adapted to route defect notifications through testing coordinators, project managers, functional leads, and developers to expedite defect resolution.



### PHRST Upgrade:

Two new conversions were tested, Components of Pay and Position FTE Appropriations. The Upgrade is now focused on preparations for the upcoming 3<sup>rd</sup> Test Move to Production.

### ERP Project Highlights:

- DocumentDirect: A successful test of the new, more complex VDR Security Interface program is completed. A new program was written for Financials to include the Smart Security.
- Cybermation Scheduling: A nightly batch schedule is implemented in the Acceptance Testing environment. The team is currently working on adding over 100 reports, as well as interface processes to the nightly schedule, and is designing the Daily schedule for jobs that must run during normal business hours.
- Interfaces: Security is completed for all state organizations and 3<sup>rd</sup> party vendors are identified as Interface users. Unit testing is started with several of these organizations.
- Refresh/Conversion: The conversion of data from DFMS followed the successful creation of the Acceptance Testing environment.
- Master Plan: The HR Upgrade tasks and Financials Implementation tasks are merged to create a single Master Plan. Tasks are for the functional teams, ERP tech team, and other DTI teams that will support these efforts for the 2010 implementation.

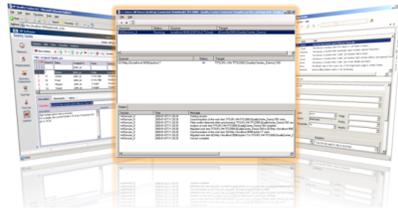
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# Application Delivery

Submitted by Karen Esposito

## QUALITY CENTER

Over the last two years, Applications Delivery has been trying to improve our testing methods in order to deliver solutions that are 100% defect free. One of our first steps to reach this goal was to institute the use of a standard testing tool called Quality Center. Quality Center facilitates the execution of test scripts and allows users to immediately record test results and report defects electronically. The benefits derived from this tool and process are:



- Use of a common repository and format for test scripts leading to more standardized and repeatable scripts.
- Enhanced defect tracking for improved defect resolution.
- Improved communications with project teams, management and clients for quicker testing cycles.
- Defined metrics to improve testing by identifying common areas of failure.
- Traceability of requirements through defects to ensure complete testing and aid in identification of missed or poorly defined requirements.

Currently, Applications Delivery has seven applications defined with over 450 test scripts and five licenses which can be used concurrently. Quality Center has also been successfully used by the ERP project extensively. The majority of Applications Delivery staff have been trained in Quality Center and more training is planned for the near future.

The next steps for this tool are to refine our testing workflow and process, based on lessons learned. Applications Delivery plans to develop realistic metrics and consistently track defects by projects. This tool will be expanded to be used in all of DTI supported applications as well as any major projects, as deemed reasonable.



Quality Center offers numerous benefits to projects and is an integral part of the System Development

Lifecycle. If you think that Quality Center would be beneficial for use in your project, whether it is application centric or system centric, you may contact [Kim Cloud](#) (302-739-9611) for information or a demonstration.

ERP Service Delivery: Continue from page 6

## ERP Project Production:

DTI procured and configured hardware for the ERP production environment at the Dover Data Center for the upcoming System Acceptance Testing. The hardware for the ERP development environment will be moved to the Biggs Data Center in preparation for failover of the production environment.

## Quality Assurance:

The Quality Assurance team continues with QA Development inspections, ensuring the solution meets the design/development standards and has been unit-tested.

QA Design as of 6/1/2009	
Financial Status - QA Design	
Total FIN Submitted	319
Approved	310
Returned to In Design / Exception Management	9
In Progress or Pending Walk-through	0
PHRST Status - QA Design	
Total PHR Submitted	129
Approved	127
Returned to In Design / Exception Management	1
In Progress or Pending Walk-through	1
QA Development as of 6/1/2009	
Financial Status - QA Development	
Total FIN Submitted	300
Approved	296
Returned to In Development / Exception Management	2
In Progress	2
PHR Status - QA Development	
Total PHR Submitted	108
Approved	104
Returned to In Development / Exception Management	4
In Progress	0

## Standard Operating Practices Committee (SOPC):

May was the 2<sup>nd</sup> anniversary of the SOPC. Since the SOPC was established, they have collaborated with the DTI ERP team to deploy 42 documented standard operating practices (SOPs). Of special note, the SOPC Program Charter, Strategic Plan, Scorecard and administration and infrastructure SOPs, DTI ERP Technical Standards, security procedures, multiple procedures for Production and Implementation development workflows, automated workflows through SharePoint for STAT and SQL access requests, and SOPC Share-Point site with the automated Document Review and Request Services workflows were deployed.

### SOPC Scorecard

Baseline 4/30/2007	
101	Total SOPS
80	Non Existent
21	Existing SOP
0	Drafts Development
0	Not in Library
0	Submitted for Review
0	In Review
0	Submitted for Approval
0	Approved
0	Deployed
SOPC Status 6/1/2009	
101	Total SOPS
27	Non Existent
13	Existing SOP
11	Drafts Development
0	DD - Not in Library
0	Submitted for Review
4	In Review
2	Submitted for Approval
2	Approved
42	Deployed

# Mainframe Improvement/Modernization Program

Submitted by George Berg

## Secure 3270 Connectivity:

The second phase of the Secure 3270 Connectivity project has been completed. This phase of the project collected information from all state organizations and the education community that use mainframe applications. The Organizational Change Management Lead did a great job of identifying and getting the organizations and education community representatives to respond with the information needed to complete this phase. The information collected will be used to plan the third phase of the project, which will convert all 3270 access to mainframe application to Secure 3270 emulation.



## Adabas/Natural Conversion Proof of Concept:

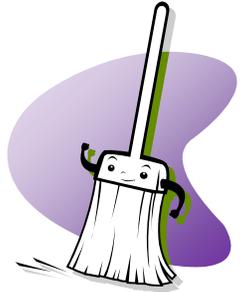
DTI, working with IBM and their business partner, Ateras, completed an assessment of our Adabas/Natural portfolio. The assessment was done to determine the size and makeup of the Adabas/Natural environment. Ateras and IBM came in and presented their findings at the end of February. The project has been on hold since the assessment was completed while IBM went through their internal processes to determine their internal cost of a Proof of Concept. Their review was completed at the end of May. IBM has announced that they will work with the State to do a "no cost" Proof of Concept of their ability to take a representative Adabas/Natural application and convert it into a COBOL/DB2 application. The Proof of Concept will start in June and take about fifteen weeks to complete.

### Newsletter Contributors:

George Berg  
 Tony Collins  
 Nancy Erwin  
 Karen Esposito  
 Lynn Hersey-Miller  
 Baljindar Kamboj  
 Li Wen Lin  
 Kamlesh Sheth  
 Pam Waters

## COBOL Cleanup:

The COBOL Cleanup project has been gaining momentum. The first phase of the cleanup, the conversion of all CICS regions running at the Dover Data Center to the newest version of Language Environment (LE) was completed the first weekend of June. For the next phase of the project, the batch COBOL environment will be converted to the newest version of LE in August. The last phase of the project will be to convert all COBOL programs to the newest IBM COBOL compiler, "Enterprise COBOL". Some of the agencies that support COBOL programs have already started converting their programs and approximately 300 programs are converted to Enterprise COBOL.



### Enterprise Change Management: Continued from page 5

Another initiative to bring change competency statewide is the PMO courses that the DTI PMO offers in partnership with OMB. These courses allow us to reach out statewide and train state resources in the DTI-way of Project Management and Organizational Change Management. As part of bringing change competency to the state, these courses are presented with instructors from the Organizational Change Management and Project Management teams and cover our processes, tools, and templates. They include hands-on exercises using a case study and by completion of the advanced course, participants will have managed a project from beginning to end.

The DEAL article in this newsletter discusses Governor Markell's Government Performance Review (GPR) and it has encouraged us to view everything from an enterprise perspective, and that 'enterprise' means the entire state. Typically, we only think about hardware or software in this context, but with a little imagination, we can develop an enterprise world-view towards almost anything. DTI's Organizational Change Management team has a vision of applying this enterprise world-view to organizational change statewide. In time, as more and more organizations participate in the classes or partner with us on projects, we will begin to see change competency on a statewide basis.

### Our Team: Recognition



#### CPO Division Employee of the 1<sup>st</sup> Quarter (January – March 2009)

- **Suzanne Morris**  
Organizational Change Management Team



#### Team Leader Employee of the Month

##### March 2009

- **James Roe**  
Applications Delivery Team
- **Suzanne Morris**  
Organizational Change Management
- **Prakash Danduprolu**  
Project Management Team



##### April 2009

- **Terry Ann Wright**  
Applications Delivery Team

##### May 2009

- **Jim He**  
Application Delivery Team
- **Joe Shockley**  
Organizational Change Management Team
- **Baljinder 'Boskey' Kamboj**  
Project Management Team

### KUDOS

#### March 2009:

Debbie Abbott, Nancy Erwin,  
Tony Marge, Bill Pfaffenhauser,  
Joe Morelli, Akila Venkat,  
Michelle Donahue



#### April 2009:

Terry Ann Wright, Richard Culp,  
Cheryl Wright, Gail Kernaghan,  
Fannie Humphries, Gail McGlashan,  
Kim Cloud

#### May 2009:

Kim Cloud, Rose Schroeder,  
Satish Thummala, Stacey Sowers,  
Gail Kernaghan, Gail McGlashan,  
Fannie Humphries, Richelle Edwards



#### March 2009

Alison Walls, Joe Shockley,  
Charles Campbell-King,  
Debbie Abbott, Karen Esposito,  
Tony Marge, Bob Onizuk,  
Glenn Camaclang, Terry Lust,  
Nancy Erwin



#### April 2009

Vince Tirpak, Percy Navarro,  
Kathy Donovan, Terry Ann Wright,  
Tony Marge, Cheryl Wright,  
Charles Campbell-King, James Roe,  
Jitendra Rawal, Debbie Odle,  
Rose Schroeder, Stephanie Smith



#### May 2009

Kim Cloud, Jitendra Rawal



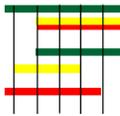
The Office of Major Projects is involved in a wide range of initiatives:



**Delaware ERP Project:** The statewide ERP project will not only upgrade the Human Capital Management modules (Human Resources, Benefits Administration, Payroll, Time and Labor), but will also allow for a statewide implementation to replace and consolidate the current mainframe accounting systems. Financial intra-module acceptance testing began in late April 2009 and has successfully been completed. The Integrated User Acceptance Testing begins in August 2009.



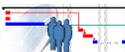
**Integrated Corporate Information System (ICIS):** This new client server system will replace the current mainframe Corporate Information System. The project contract was awarded to Alliance, Inc. The project plan has been approved and work is progressing on schedule.



**eGovernment:** The eGov Core committee is working on the 2009 Best of the Web (BOW). The deadline was June 15th and we are hoping to stay in the top 10 in the nation!!



**Courts Organized to Serve (COTS):** This is an initiative of the Delaware Judiciary aimed at acquiring a new, integrated automated case management system for use by the Courts and several partner agencies. This is a multi-year project that will be implemented in 8 phases. COTS Phase 4 includes civil case processing for Kent and New Castle counties. All statewide JP courts and those in Sussex County were completed in Phases 1- 3. Phase 4 will be implemented in two parts: In November, Court of Common Pleas in Kent and New Castle counties went live successfully. Superior Court in Kent and New Castle counties are tentatively targeted for implementation in October 2009.



**Enterprise Project Management (EPM):** The monthly Workload meeting will take a new twist in the upcoming months. Project schedules and resources' workload will be taking on even greater importance!



**Program Management Office (PMO) Process Revision and Training:** The second session of the Basic Course was conducted outside of DTI to a class of 26 students comprised of a number of state organizations. An external Intermediate Course will be scheduled in the future for those who have completed the Basic Course.



**800MHz Next Generation:** Testing with Vehicle Repeater Systems (VRSs) is completed. The Rebanding planning phase continues with the completion of the VRS Testing that could result in additional frequencies for the State for the system.



**Pensions Infrastructure/PeopleSoft Upgrade:** The Office of Pensions is in the process of upgrading PeopleSoft applications and the infrastructure. Additionally, the agency will be enhancing some of their eApplications with Identity Access Management (IAM) configurations. This will allow for single sign-on for pensioners. The project team was tasked with installation and system configuration of the new hardware. The overall upgrade project is 90% complete. Currently the 'Go-Live' is targeted for fall 2009.



**Green IT Initiative:** The DTI "Go Green" initiative is a campaign to increase 'Green' awareness among those that receive a State of Delaware paycheck/advice. Our mission is to promote cost-effective and environmentally responsible uses of information technology, both at home and at work. Visit <http://dti.delaware.gov/greenit> for additional information or email us at: [DTI\\_Green\\_IT@state.de.us](mailto:DTI_Green_IT@state.de.us)

Wild Words

Using the six letters below, create words in the rows of circles. Use each letter only once per word.

Hints: The 6-letter word means "to make a spoken or written reply", and the 5-letter words relates to the "Wild Word" clue.

Word search grid consisting of 6 rows of circles. The letters R, W, A, E, N, S are provided at the bottom of the grid.

WILD WORD: DRUM

Answer on next page.

**The Office of Major Projects is involved in a wide range of initiatives:**



**Continuity Of Operations Planning (COOP):**

COOP is a statewide, multi-year, multi-phase program, both federally and state mandated. The program encompasses all state organizations, schools, and higher education in a phased approach. The average organization is expected to take about a year to complete their project and DTI anticipates five to seven years for statewide project completion. Several customers are ready to move their BIA Survey data into the next phase. This data will be uploaded into the LDRPS module where strategy development begins for the organizations. Following successful plan building, a 'table top' exercise will be conducted. Organizations will use their developed plans for COOP. Education sessions about the program and its importance continue to be provided to the State, K12, and Higher Education communities. The team is also holding Education Sessions for the new administrators recently appointed to office. Please contact the COOP Team to schedule an Education Session for your organization at: [DTI\\_COOP\\_Project\\_Team@state.de.us](mailto:DTI_COOP_Project_Team@state.de.us).



**LINUX Server Upgrades:** The project team is upgrading approximately 100 servers/systems to ORACLE Unbreakable LINUX version 5.0. This upgrade will ensure we have full vendor support for the servers. No changes will be made to the hardware infrastructure and this project addresses the operating system only. On successful completion of the upgrade, DTI will maintain support of all systems. The LINUX upgrade will take place in phases. In each phase, DTI specific servers will go first and servers with applications affecting our external customers will follow. Communications have gone out to customers for selection of a POC and Tester for the project. This will ensure success of the project with effective testing of each website/application. The upgrades have begun for DTI systems. Customer websites/applications are scheduled for late summer.



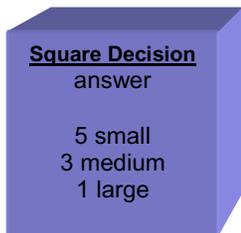
**Enterprise GIS:** The project team is in the midst of building the Delaware Geospatial Data Exchange application as part of Phase 1. The team is working with a vendor to build the application which will be hosted at DTI. The build phase is well underway and the hardware has been ordered. The Technical Infrastructure sub-committee is working with the vendor on functional design as the project progresses. The application is expected to be ready for testing in July.



**ePay:** ePay is PeopleSoft delivered functionality that allows employees to view their pay advices online, thus eliminating the need for printing, mailing, and picking up paper advices every pay cycle. ePay went live for 25 organizations in April. The rollout continues with more State organizations requesting to stop printing pay advices. The statewide rollout will be completed in the fall of 2009. To date the reduction of printing pay advices is 39%.



**ANSWERS:**



**Wild words:**

- 6-LETTER WORD: answer
- 5-LETTER WORDS: warns, wears, earns, swear, nears, saner, snare, wanes, weans, wrens, wares
- 4-LETTER WORDS: near, news, warn, wear, earn, ears, sane, wars, wren, anew, awes, eras, sear, sewn, swan, wane, wean, ware
- 3-LETTER WORDS: are, new, ran, raw, saw, war, was, ear, era, sea, awe, sew, wan
- WILD WORD: snare

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