

Office of Major Projects



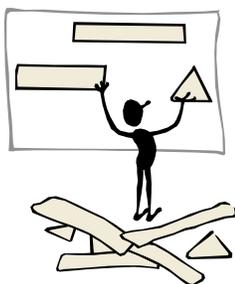
Vision: Provide consistent quality leadership in project management using industry best practices. Enhance the acceptance of cultural and technological change to maximize the benefits of major projects.

iGovernment ~

Submitted by Lynn Hersey-Miller, Chief Program Officer

Highlights

- iGovernment
- Project Management
- eGovernment Program
- Enterprise Architecture
- Change Management
- ERP Service Delivery
- Quality Center
- Application Delivery
- Systems Engineering
- Recognition
- Projects



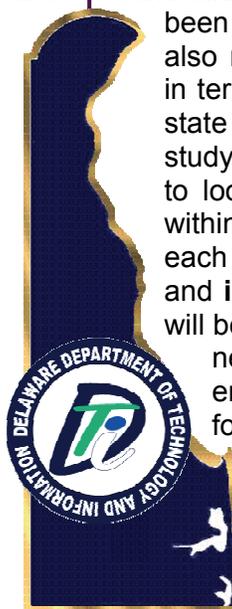
So what is iGovernment? According to Oracle, the three pillars of iGovernment are Innovation, Integration, and Intelligent. In a case study about to be released by Oracle the document affirms that Delaware/DTI has been implementing a comprehensive iGovernment vision through these three primary themes.

From an *Innovation* perspective, the case study presents examples that include the actual creation of a government IT agency that is exempt from civil service; the successful implementation of a formal Program Management Office that includes a team of organizational change management specialists; and several web services provided to citizens.

From an *Integration* perspective, the case study sites examples of the commonality of technical functions; collaborative decision-making bodies; and the opportunities being pursued to reach a higher level of business process integration through our Enterprise Architecture Program.

From an *Intelligent* perspective, the case study states the use of technology to address both strategic and tactical needs such as the Identity and Access Management system.

I am particularly excited about this case study as I believe it not only summarizes what Delaware/DTI has been able to accomplish, but it also recognizes our important role in terms of being able to transform state government. After the case study is completed, we will begin to look at various business areas within the state that “interface” with each other. With *innovative* ideas and *intelligent* decisions, the goal will be to *integrate* common business processes across the enterprise and gain efficiencies for our customers and citizens.



When I was gathering input for this case study (along with other team members), it was gratifying to note that the direction in which

we’ve been headed and the challenges that we’ve overcome are the direct result of teamwork. Too often we let ourselves get buried in details; we complete one initiative or project, only to move on to the next without stopping to consider what we just accomplished. I believe our accomplishments are surpassed only by our individual desires to make a difference in state government – and collectively, we are a reflection of DTI.



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.”

Project Management

Submitted by Pn Narayanan

AN OVERVIEW OF “THE PROCESS AUDIT” – MICHAEL HAMMER

Michael Hammer, a leading expert in Business Process Management (BPM), first wrote about BPM in the early 1990s. As many organizations embarked on business process reengineering, he observed that even after 15 years, the results are a mixed bag. Many organizations struggle to make significant progress in spite of good investments of resources.

His new framework, Process and Enterprise Maturity Model (PEMM) identifies two distinct groups of characteristics that are needed for business processes to perform well – Enablers and Capabilities. The five *Process Enablers* pertain to individual processes and the *Enterprise Capabilities* apply to the entire organization.

Process Enablers:

1. **Design:** The comprehensiveness of the specification of how the process is to be executed.
2. **Performers:** The people who execute the process in terms of their skills and knowledge.
3. **Owner:** A senior executive who has the responsibility for the process and its results.
4. **Infrastructure:** IT and management systems that support the process.
5. **Metrics:** The measurement used to track the performance of the process.

Four Enterprise Capabilities:

1. **Leadership:** Senior Executives who support the creation of processes.
2. **Culture:** The values of customer focus, teamwork, personal accountability, and willingness to change.
3. **Expertise:** Skills in, and methodology for, process redesign.
4. **Governance:** Mechanisms for managing complex projects and change initiatives.

Readiness of an organization for high performance process depends on the four enterprise enablers. Fortunately for DTI, we are addressing all four areas simultaneously.

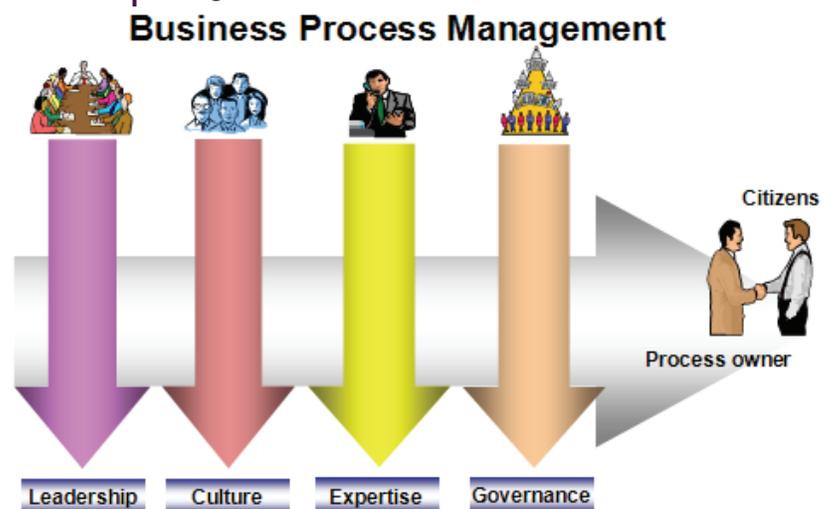
Leadership: DTI leadership is highly visible in their support for Business Process Management (BPM). Any process improvement will bring change, but without strong leadership support, the next two areas cannot be leveraged.

Culture: An organization’s willingness to adapt to change is a direct function of its organizational change management functions. DTI is a pioneer in recognizing the importance of how organizational change management effectiveness provides the necessary leadership and support infrastructure.

Expertise: DTI possesses internal strength in process management and isn’t shy about acquiring them from external sources. DTI has identified the team that shows passion and possesses the necessary skill sets. The methodology used is very pragmatic and addresses the concerns of the stakeholders.

Governance: The Governance Committee that carries the burden of examining the gaps and needs of governance is a marvelous example of how DTI approaches complex projects, such as BPM.

With Organizational Change Management as the backbone, the four *Enterprise Capabilities* are tightly coupled to benefit the organization for the long term.



eGovernment Program

Submitted by LiWen Lin

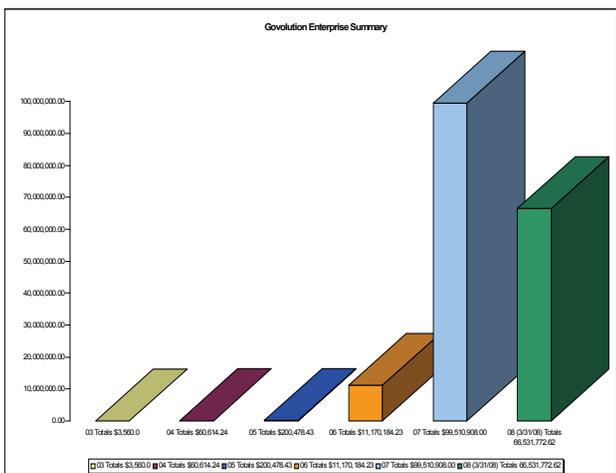
GOVOLUTION

How far we have come in five years!

Since 2003, Govolution has been the state's ePayment provider. In 2003, the state had one agency that used this solution and there was only \$3,560 in total annual net sales. Now, there are over 15 agencies that use Govolution as their ePayment provider and in 2007, there was \$99,510,908 in total annual net sales!!

With each passing year, the growth of online purchases from the State has increased rapidly. This rapid increase signifies the rise in consumer use of online applications and the ease the customer experiences when going online to transact and interact with government; indicating a great improvement in customer service and responses.

In June 2007, Shop.Delaware.Gov was unveiled to the public. The State shopping cart is similar to the Amazon.com shopping cart which offers products from various providers; whereas, the State's cart offers products and services from agencies. The State shopping cart allows the consumer to purchase anything from a horse-shoe crab pendant to GIS classes, without needing to know which state agency owns the goods or services.



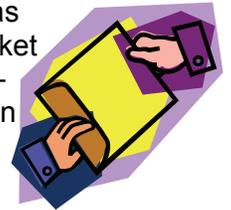
DTI provides ePayment as a standard core service and any state agency can request to use this service. See DTI's Extranet site:

http://extranet.dti.state.de.us/information/dtie_information_epaymentstandards.shtml

VIRTUAL ROUTING AND FORWARDING PROJECT (VRF)

The VRF project has been underway for almost a year.

Roughly 1/2 of the agency groupings are migrated into their own VRF. Every agency was contacted and then given a VRF packet to complete. The timeline for agency-wide migration and project completion is slated for the end of September 2008.



When it is first received, the VRF packet is a very daunting packet. However, after the initial agency meeting and discussions with the project team, the process for filling out the packets becomes less daunting. After each migration, the agency representative has stated that it "...wasn't that bad...". This can be attributed to the fact that the project team is fully focused on the agency prior, during, and after each migration. This dedication by the team ensures a smooth transition for the agency, thus reducing any hardships regarding connectivity.

In all honesty, the most complicated migrations for agencies are at the tail-end of the schedule, so the project team has a lot on their plates from now until the end of September! Every agency, thus far, has been great to work with and very accepting of the work that needs to be done prior to migrations. Active agency involvement prior to migration ensures a smooth transition.

2008 Migration Schedule	
2 nd /3 rd Quarter	DOC, DSHS, DELJIS, DSP, DOJ, DSCYF
3 rd /4 th Quarter	Auditors, DHSS, OMB, JIC, Finance, DTI

And not to be left out of the VRF packet work --- DTI has a team that has completed the DTI VRF packet and is ready and waiting for the migration!



Enterprise Architecture Program

Submitted by Thomas Remington



Visit the [DEAL website](#).

“Where do you work?”

“DTI.”

“Oh, what do you do there?”

“I work in application code.”

“I manage projects.”

“I keep servers running.”

“I do organizational change management.”

“I support the network.”

“I design and build servers”.

“I take care of customers”.

“I help run our business”.

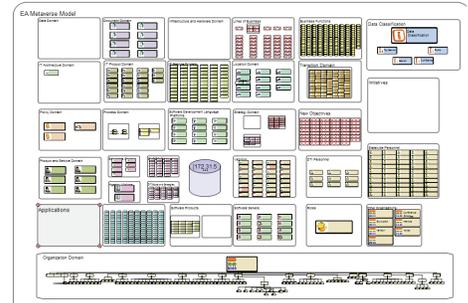


Within DTI, it's all too easy for us to forget what it is that we really do; to forget where all of this is going; or to forget the “why” that goes with the “what”. It's similar to someone working on an automobile assembly line who may or may not understand the difference between “I tighten chassis bolts” and “I build cars”.

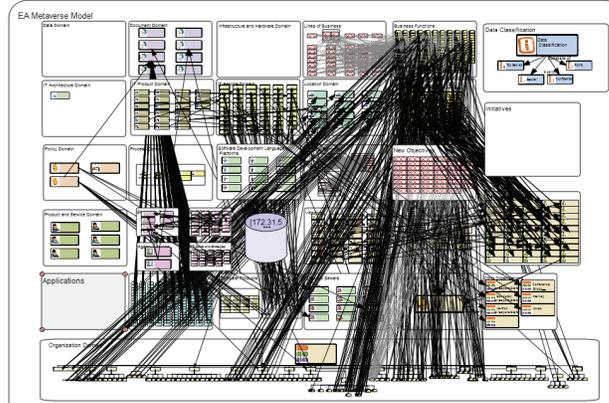
We don't build cars, but we do serve the citizens of the state, the taxpayers who have hired us. What we do goes far, far beyond the server room where machines collect, manipulate, and dispense information. We may work deep inside the organization, focused on the systems that we manage; but no matter where we are, we are only a few degrees of separation away from the ultimate product – the customer.

Within DTI, the Enterprise Architecture (DEAL) Team focuses on the relationships among applications, with the goal of providing the best possible service for our customers, the people of Delaware. DEAL seeks to understand how our technology achieves our ultimate goal; how technology serves the state organizations; that, in turn, serve citizens directly. A part of this understanding involves the relationships among applications and state organizations. One tool DEAL uses is Trough Architect, which helps to capture and map those relationships. One of the products is a visual model that depicts those relationships.

Reduced visual image of the model showing applications, organizations, servers, etc.



This image shows the above graphic with some of the mapped relationships visible as black lines. The bulk of the relationships exist between business applications, which are depicted in a box near the top of the map, and other entities.



The model helps DEAL to understand how the state's servers, applications, and organizations all interact. Also, it allows us to analyze the relationships between our IT investments and our documented goals and strategies. With this knowledge in hand, and with the knowledge of why we do what we do, we seek ways to make it all work better.

It's no secret that state budgets are tight; we are constantly being asked to do more with less. Understanding how it all works together – how **we all** work together – is one way to do more with less when it comes to resources.

Organizational Change Management

Submitted by Lynette Glover Maxwell, Donna Nowell, & Stacey Sowers

ENTERPRISE RESOURCE PLANNING (ERP) ORGANIZATIONAL CHANGE MANAGEMENT

Preparing for the Huge Change Ahead:

The ERP Organizational Change Management (OCM) Team has been extremely busy working with the functional staff on this new and exciting use of technology in the State of Delaware. The ERP Project consists of the implementation of eleven new PeopleSoft Financial Modules and the upgrade of the existing four PeopleSoft PHRST Modules from V8.8 to V8.9. To accomplish this monumental task, the ERP OCM Team has been broken down into two teams, Financials OCM and PHRST OCM.



Since September 2007, the Financials OCM team has been assisting organizations with readiness activities to support Business Process Testing (now underway); collecting and monitoring functional impacts; and organizing these impacts, as well as business decisions, into communication vehicles for distribution to organizational end-users. During the first four months of 2008, the OCM team facilitated over 50 workshops with various organizations. These workshops were held onsite at organizations. They covered the financial processes of Grants Mapping, Purchasing Items and Commodity Codes, General Ledger Chart of Accounts, and replicating current interfaces for the new system.

In addition, the OCM Team, along with the Functional Manager, launched "The Road Ahead" presentation, which was created as a method of introducing PeopleSoft Financials, identifying significant changes, and communicating to the user, at a high-level, what will be forthcoming. With this knowledge, the organizations can begin to prepare for the dramatic changes in not only the look-and-feel of the new system, but also in the necessary re-engineering of their related business processes.

The PHRST OCM Team has also been actively facilitating the process of change. While PHRST is not implementing a new system, many

important elements of existing modules will be decustomized, deleted, changed, or modified in PHRST's attempt to use "vanilla" functionality as much as possible. Eleven BPA sessions were held in early 2007, with 84 subject matter experts attending. Seventeen Fit/Gap sessions for high profile modifications and changes, such as the addition of Commitment Accounting, Pay Components in the HR module, and Time and Labor functionality changes, were recently held with a total of 211 participants. PHRST OCM continues readiness activities through checklists, monitoring and gathering functional impacts, and end-user communications.



With the implementation of the ERP Project, it will be the first time that the PHRST System is truly integrated with the State's accounting system. With that in mind, both the Financials and PHRST OCM teams work together regarding those specific "touch points". Additionally, to enhance cross-functional communications, the team created a SharePoint ERP Guest Communication site to give end-users a "one-stop shopping" approach where they can access information regarding the project as a whole or information-specific to either Financials or PHRST.

(<http://depmo.maximuserp.com/fsf/cm/talk/default.aspx>)

While much work is done, much more is required. To make this implementation a success, a great deal of face-to-face, one-on-one, end-user contact has taken place and will continue throughout the project -- and even beyond the life of the project. The ERP OCM team plays a key role in ensuring that the right organizational participants are represented and their issues and concerns are heard and validated. Their work often puts them in the unique position of being advocates for both the project and organizations.



These face-to-face, one-on-one meetings are undoubtedly the most important and effective communication vehicles. Even though there are

(Continued on page 9)

Enterprise Resource Planning (ERP) Service Delivery

Submitted by DTI ERP Team

SIGNIFICANT MILESTONES:

The ERP Service Delivery Team, working closely with many other DTI teams, reached several milestones for PHRST, First State Financials (FSF), and Delaware Transit Corporation (DTC) production.

- Completed upgrades for PeopleTools, UNIX, and Oracle.
- Supported technical efforts for the Financial Interfaces, Reports, Modifications, Commitment Account, Account Code Conversion, Portal, and Integration.
- Provided support for 2008 Open Enrollment activities.
- Installed "DocumentDirect for the Internet" for the ERP Project.

PHRST PRODUCTION HIGHLIGHTS:

Production Support



The ERP Service Delivery Team continues to work on many daily production tasks and Customer Service Requests (CSRs). User acceptance testing continues on the HCM bundles/fixes, with no major issues reported. Test Director and Quick Test

Pro were used in Unit Testing for the HCM bundles/fixes and Tax Update 08-B as we continue the work toward integrating these tools into major unit testing for PHRST production.

Next Quarter

The ERP Team will be applying additional Tax Updates, support fiscal year-end processing, and migrate HCM bundles/fixes after user acceptance testing is completed.

ERP PROJECT HIGHLIGHTS:

Quality Center: The ERP team is currently using Quality Center* (QC) to define and execute test scripts for the First State Financials and PHRST Upgrade components of the ERP Project. Approximately 1,000 test scripts have been defined, primarily in support of the Financials initiative.

*For more information about this web-based management facility, refer to the *Quality Center* article in this newsletter.

HP Quick Test Professional: The ERP Team employed the use of HP Quick Test Professional to automate the execution of four test scripts in support of the PHRST tax update implementation. Once executed, the script executes independently, requires little to no operator interaction, and when properly configured, the generated test results are recorded within Quality Center.

PHRST Upgrade: The testing for pay cycles 7 & 8 are now complete and include Tax Updates, various CSRs/DRs, and business process testing. With the Upgrade, the ERP Team is supporting the removal of customizations to return the delivered Oracle HCM application to nearer "vanilla". Work is underway to implement some more delivered functionality which requires configuration and conversion support. The next critical target date is the Chart of Account integration between ERP Finance and PHRST, Commitment Accounting and Time and Labor retrofit. The PHRST to Financials integrations require more large PHRST conversions efforts.



FSF and PHRST Integration Highlights: The Integration Team worked to help with data integrations through the configuration and management of Integration Broker EIPs. They are configuring HR89DV and FN/89DV so EIPs can be executed and Commitment Accounting can be tested in preparation for System Test. A by-product from the team's efforts is a model that can be used for bringing up Integration Broker and Commitment Accounting in subsequent databases as the project progresses.

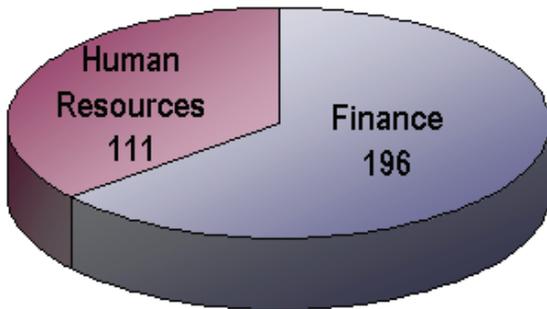
Conversion/interfaces: Fifteen conversions ran successfully in the FMS System test database and interfaces for Financials are moving along well. The Organizational Change Management Team is in constant communication with the organizations that require interfaces and are doing an excellent job of facilitating the gathering of requirements.

Test conversions will continue to run for the various phases of Business Process testing.

(Continued on page 7)

(ERP Service Delivery - Continued from page 6)

ERP Project CSRs - 2nd Quarter 2008



QUALITY ASSURANCE (QA):

The QA Team has completed more than 165 design reviews, ensuring that each design met functional requirements and technical standards. The Team provided support for proceeding to Business Process testing.

Standard Operating Practices Committee (SOPC):

The beginning of May was the first anniversary of the formation of SOPC. This committee has identified more than 110 operating practices in need of development or re-alignment with current DTI ERP business operations. SOPC has deployed 24 of these practices through quarterly releases and is collaborating with the DTI ERP Team on the development of 22 more practices.



One of their recently deployed practices was the automated workflow to submit and track practices through SharePoint. SOPC is currently developing a workflow that covers the following types of request: new practices, changes to existing practices, and SOPC collaboration services.



**We appreciate
the ongoing teamwork!**



New staff joins the CPO Teams in the 2nd Quarter 2008.

Application Delivery:

- Executive Branch Team

Dan Cook

Organizational Change Management:

- ERP Project

Fannie Humphries

Internal Move:

- From SA to SE

Ann Flora

Tony & Tammy Collins

are the proud parents of

Andrew James

Born on June 13th



Enjoy Your ~



- Systems Engineering

Donna Fortner

Phil Mast

Bob Day

Quality Center

Submitted by Kamlesh Sheth

What is Quality Center?

Quality Center (QC) is a web-based management facility intended to support all phases of application testing. The facility enables the organization and management of test requirements, test plans, test execution, and the tracking of defects.

Quality Center is an enterprise-wide tool based on Java 2 Enterprise (J2EE) technology which supports a component-based approach to the design, development, assembly, and deployment of enterprise applications. Quality Center is a Hewlett-Packard (HP) product suite that contains Quality Center, Quick Test Professional, WinRunner, Business Process Testing, Dashboard, and Service Test applications.

Quality Center 9.2 was implemented by DTI in September 2007 for use by the Application Delivery and ERP Teams.



What are the components of Quality Center?

Quality Center consists of five modules, each representing a phase of a given software testing life cycle.

Releases	Defines upcoming releases of an application or software component; defines testing cycles or phases.
Requirements	Defines business, testing, functional, or user-defined requirements; enables requirements to be linked to specific tests; enables the performance of risk analysis through definition of requirement criticality and failure probability.
Test Plan	Defines test scripts (plans).
Test Lab	Enables test scripts to be executed; scripts are organized through the use of test sets; test results (passed, failed, etc.) are recorded.
Defects	Enables errors (defects) to be logged, tracked, and managed.

Customization

Quality Center provides the ability to tailor the product to meet specific requirements or components of an organization's testing methodology; such as:

- Defining user-defined fields in string, date, number, or drop down list format.
- Sending automated email notifications triggered by conditions encountered within the testing process.
- Assign access privileges to specific individuals or groups; hide system-provided fields.

Reporting:

Quality Center comes with a robust array of reporting and graphical display functions. The reporting options enable test scripts to be displayed with all applicable execution results. Most reporting selections provide the ability to export results to Excel for additional processing.



Additional reporting capabilities are available using the Excel Reports function. This function provides the ability to code SQL commands in order to extract information from within any QC project. The generated output can then be exported as an Excel spreadsheet.

	A	B	C	D	E	F
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Summer Vacation



Application Delivery

Submitted by Crystal Norman

DFMS – COTS INTERFACE

Every so often, we technicians are fortunate to work with a client group who epitomize the meaning of teamwork and cooperation. Too often, conflicts of interest will override the needs of the greater good, making it difficult to compromise. This was not the case with our clients at JIC, who were responsible for bringing up the accounting and financial package of the COTS project.



This accounting package, Contexte, a web-based client/server application, had to interface with DFMS and it has been our (Crystal Norman, Paulette Bowe) responsibility to ensure the data between the two applications flows smoothly.

DFMS has strict requirements as to how the data must look in order to be accepted and processed within its many rules. When the conversations started with ACS (Contexte's vendor) about data structure, it became quickly apparent that their technicians were new to the mainframe environment. That was one of many hurdles we had to overcome, getting them to understand record and file layouts. It's amazing how we mainframers take basic mainframe knowledge for granted! Some of the early data passed to DFMS made us smile.



The most heartwarming aspect of the analysis and design process was everyone's willingness to do what was necessary to ensure each court had what they needed in order to process effectively in Contexte. Some requirements were as diverse as the people involved, but resolutions came quickly because of their cooperative attitudes.

The primary client group, headed by Don Hudgins and Gerri Dow and others at JIC, has been conscientious, hardworking, and a lot of fun! As individuals, and as a collective group, they have been clear and concise about their expectations and have dealt with their frustrations rather good-naturedly. They have shown us nothing less than heartfelt appreciation and let us know at every opportunity how much they appreciated us.

Working with JIC has been fun and educational. It's amazing to hear stories about our State's judicial systems. It's interesting to hear how money flows through the court system and the laws governing how the money must be processed.



It was inspiring to see all courts' financial teams work so hard towards one goal and actually achieve it. There was a lot of "give and take" and the end result was – they have an application that everyone has agreed upon. Working with JIC has been a great teamwork experience.

(ERP OCM – Continued from page 5)

thousands of end-users, it is crucial that the team forms personal bonds with the community; that they really get to *know* their end-users. These relationships, based on trust and mutual respect, will enable organizations to more readily accept the new system and look forward to the future. A successful implementation of very complex technology certainly depends upon the acceptance of the cultural changes that come along with it!

Newsletter Contributors:

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Crystal Norman
Thomas Remington
Kamlesh Sheth/DTI ERP Team
Stacey Sowers
Pam Waters

Systems Engineering

Submitted by Mike Malik

MODERNIZING

There are several initiatives underway at DTI to modernize our mainframes and the applications that run on them. In this newsletter, we wanted to highlight one of the initiatives to give a little insight into the efforts underway that are designed to ensure that the mainframe remains a vital and viable platform for hosting mission critical State applications.



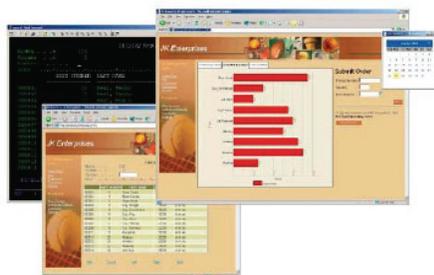
“3270” Information:

One of those initiatives underway is designed to give us the opportunity to present “green screen” or “3270” information via a web browser. To enable this, we have selected a tool from IBM called Host Access Transformation Services (HATS). HATS give developers all the tools they need to quickly and easily extend applica-



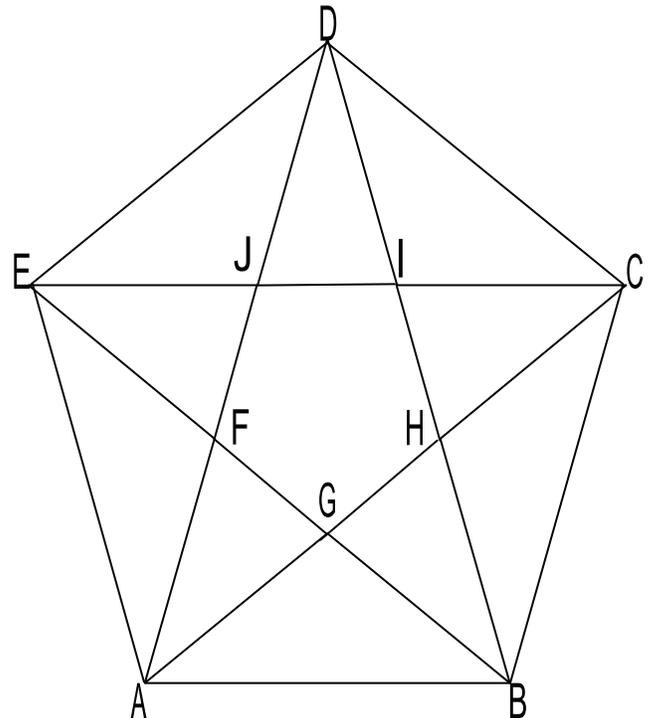
tions and make them available as HTML through the most popular Web browsers. There is additional functionality in HATS that not only allows us to convert mainframe screens to a Web look-and-feel; but would also allow us to improve the workflow and navigation of mainframe applications without any modification to the existing mainframe source code.

The initial deployment of HATS will center around the functionality of making existing mainframe applications web enabled while we grow our experience and understanding of the product and configuration options. It is efforts like HATS that will allow the new generation of IT professionals to access mainframe applications through interfaces, like a web browser, and help expose them to the mainframe, which is a core enterprise application hosting platform for the State.



JUST FOR FUN!

CAN YOU FIND THE HIDDEN TRIANGLES?



35 Triangles

1. There are 10 small triangles (without any intersecting lines in them; e.g., AFG)
2. There are 5 tall triangles (each with an external side as a base, and containing five pieces; e.g., ABD)
3. There are 5 long-base triangles (each with three pieces; e.g., ACJ)
4. There are 5 triangles with two exterior sides (each with three pieces; e.g., EAB)
5. There are 10 triangles with two small triangles inside; e.g., ABF)

Our Team: Recognition



CPO Division Employee of the 1st Quarter (January – March 2008)

- **Dave Martin**
System Engineering

CPO Division Team of the 1st Quarter (January – March 2008)

- **EPM Team**
Li Wen Lin, Jitendra Rawal, Dave Martin
Kathy Stroh, Cindy Bray, Curt Jackson,
Rick Truitt, Debbie Abbott, Jim He

Team Leader Employee of the Month

March 2008

- **Reagan Paquette**
Application Delivery Team
- **Charles Campbell-King**
Organizational Change Management Team
- **Richelle Edwards**
Project Management Team
- **Brett Williams**
Systems Engineering Team



April 2008

- **Tony Marge**
Application Delivery Team
- **Stacey Sowers**
Organizational Change Management Team
- **Cathy Williams**
Systems Engineering Team

May 2008

- **Glenn Camaclang**
Application Delivery Team
- **Gail McGlashan**
Organizational Change Management Team
- **Humair Qureshi**
Systems Engineering Team

KUDOS

March 2008:

Mary Wagner, Alison Walls, Ann
Flora, Al Ricketts, Richelle Edwards
Emer Ingeniero



April 2008:

Reagan Paquette, Karen Esposito, Terry
Wright, Jim He, Crystal Norman, Pam
Waters, Cindy Bray, Nancy Erwin, Tony
Marge, Debbie Abbott, Richelle Edwards,
Arlen Urian, James Roe, Barry Pugh

May 2008:

Terry Wright, Bob Onizuk,
Steve Bailey, Bob Day,
Michelle Duffy, Richelle
Edwards



March 2008

Cindy Bray, Sharon Seifert, Debbie Bialecki,
Rich Bevan, Cheryl Wright, James Roe, Terry
Wright, Kathy Stroh, Brett Williams

April 2008

Myrtle Jubilee, Madhu
Karanam, Reagan Paquette,
Karen Esposito, Kathy Stroh, Dave
Martin, Phil Mast, John Trabaudo,
Julie Moran, Kiran Kikonda, Pari
Viswanth, Steve Bailey, Nancy Erwin,
Tony Marge, Rich Bevan, Jim He,
Debbie Bialecki, Humar Qureshi,
Paul Knight



May 2008

Mary Wagner, Steve Bailey, Nancy
Erwin, Lillian Schaube, Jitendra Rawal,
Debbie Bialecki, Joe Messineo, Ken
Droddy, Pat Turner, Rich Bevan



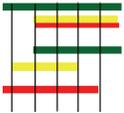
The Office of Major Projects is involved in a wide range of initiatives:



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. The Business Process Testing is in progress. The next major milestone is in August when several major functional decisions will be finalized.



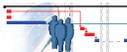
Integrated Corporate Information System (ICIS): DTI is currently participating on the ICIS RFP Response Review team, along with Division of Corporations staff members. The Product demos are completed and the review team is in the final stage of the vendor selection process.



eGovernment: The eGovernment Core Group provided input into this year's 2008 Best of Web entry. With all the good work everyone has done, we wanted to showcase this work with this year's submission. The group is still working on the Strategic Plan and will have a good working draft in July. Stay tuned.....



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 eight phases. COTS Phase III had a successful "go-live" on 6/2/08 in the Sussex County Court of Common Pleas and Superior Court.



Enterprise Project Management (EPM): Time Entry has been on-going for over five pay periods. The number of questions and issues are getting smaller with each passing pay period. The Billing interface has successfully been automated! Phase 2 of the initiative began and the team will be offering refresher Time Entry classes for anyone interested in attending. There are further enhancements coming in the very near future.



800MHz Next Generation: Both New Castle County and Sussex County sites are now operational in "test mode" and in-street coverage testing has been completed in Sussex County with a 99.6% pass rate for signal strength. In-building coverage testing is now being conducted in Sussex County, to be followed by in-street testing in New Castle County. The Rebanding planning phase is rapidly approaching closure, with the imminent Motorola execution phase proposal delivery to the State Team.



Program Management Office (PMO) Process Revision and Training: The first session of the Intermediate Training Course was completed. The second session is in progress and scheduled to be completed by the end of June. The Advanced Course is under development and in review by the PM/OCM Team. The documented processes are being revised to include the EPM tool. We intend to include EPM, as it applies to our processes, in the training that will be provided.



Motor Carrier Safety Improvement Act (MCSIA): Phase 2 of the MCSIA project will be coming to a close this month with the implementation of an automated tracking system for DUIs and Revocations for the Driver Improvement Section of the Department of Motor Vehicles. This is the last functionality to be completed as part of the federal regulations to ensure sanctions for required actions against CDL drivers are taken in a timely manner, as well as provide history tracking and automated generation for necessary notifications to the drivers.



Quality Center Implementation: The Application Delivery team is in the process of deploying HP's Quality Center for use in testing applications. Several pilot projects are selected and the team will start using Quality Center this month. The use of the tool will help improve the quality of implementations, create traceability to requirements, and facilitate defect tracking. Metrics will include defect counts, test execution rates and test script counts which will be presented during Quality Month in October.



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



Mainframe Modernization: DTI worked with IBM to hold a meeting with the various departments at the University of Delaware to introduce them to the resources that IBM has made available to the education community for introducing today's students to the mainframe. Departments that were represented included computer science, engineering, and business. A similar meeting will be scheduled with Wilmington University in July. The Business Case for Host Access Transformation Services (HATS) is underway.



Enterprise GIS: The Enterprise License Agreement (ELA) with ESRI has been in place for one year. Under the ELA, agencies have saved approximately \$395k in purchases and maintenance. Work on the Data Dissemination Portal may begin in the new fiscal year. A survey of known agencies using GIS is planned to identify more formal needs.



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 this project. DTI anticipates five to seven years for total project completion statewide. Currently, there are 16 organizations partnering with DTI and nine in the process of rollout and/or working with management to obtain approval to begin. Most organizations are in the Business Impact Analysis (BIA) activities phase. Once completed, the organizations can move into the Living Disaster Recovery Planning System (LDRPS) activities which are the strategy development and recovery procedures. Additional phases are Notifind (Automatic Call Notification System), ending with a "Table-top" exercise for using the COOP plans developed. Information Sessions are being provided to educate the community about the program and its importance. It is imperative the State has provisions in place for business recovery and continued critical services to citizens in the event of a disaster. The COOP program provides assistance in planning, practicing, and executing COOP plans to ensure organizations can recover from business service interruptions.



VoiceXML: DNREC has two VXML projects in the works which Application Delivery is providing assistance. One is an outbound-calling application to notify subscribers in key target areas about environmental releases. This application will replace an older proprietary IVR that has gotten too expensive to maintain. The other project is a call-in application allowing the public to find locations where hunting, fishing, and dog licenses can be purchased. This application is in the initiation phase. The Department of Agriculture Emergency Notification Application is expected to be implemented in late June or early July, depending on User Testing and Acceptance.

FIND A WORD

Fun in the Sun

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