

Technology Investment Council (TIC)

March 8, 2011

Agenda

Welcome/TIC Membership

Strategic Plan Update

Improving Technology for Education

Shift to a “Cloud First Policy”

Software as a Service (SaaS)

Major Projects Quarterly Meeting

Enabling the Mobile Workforce

Enterprise Data Management

Major Projects Update

TIC Meeting Schedule

Strategic Plan Accomplishments

- IT Consolidation
- ERP Implementation
- Improving Education Technology
 - Microsoft Live@EDU
 - TLS Upgrades
- Enterprise Collaboration
 - Microsoft Live Meeting
 - Shared service for SharePoint (Q2 2011)
- Information Security Reliability
 - Email encryption
 - Smart Phone & Mobile device policy
- Disaster Recovery & Continuity Planning (COOP)
 - Progress with Tier 1 Agencies

Strategic Planning – Future Direction

- Increased Collaboration with IRM's
 - MSP Working Group
 - Enterprise Data Management
 - Major Projects Quarterly Review
 - iTIC Committee
 - EA Policies and Standards
 - Enterprise PC Procurement

Strategic Planning – Future Direction

- Our long term goal is to develop a single plan that incorporates agency specific initiatives
 - Define their business drivers
 - Understand State or Federal mandates that impact technology
- Increased focus on Return on Investment (ROI)
- Planning cycle to be completed before the budget cycle

Improving Technology for Education

Colleen Gause

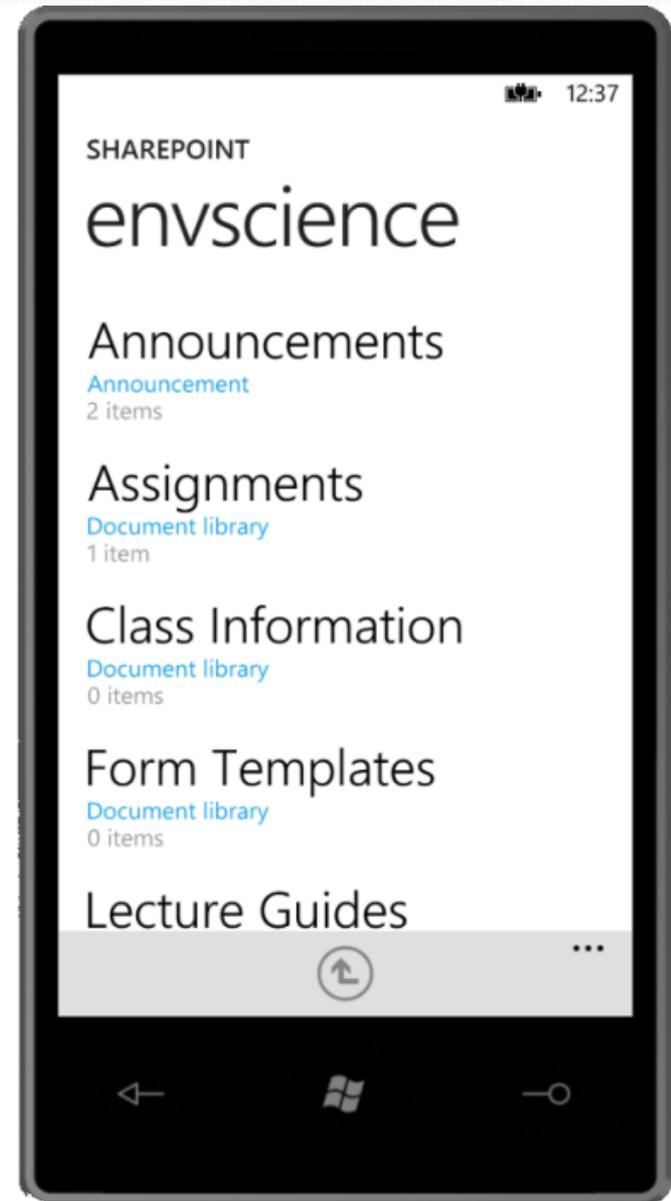
Improving Technology for Education

Microsoft's Office 365 (live@edu)

- **Communication Services:** hosted email, calendaring and instant messaging through Outlook Live
- **Collaboration Services:** ability to access, share and collaborate using SkyDrive, with 25 GB online storage
- **Productivity Services:** create, view, edit, and share Microsoft Word, Excel, PowerPoint, and OneNote files online with SkyDrive
- **Challenges:** failure probabilities, archiving, e-discovery, advertizing

Technology for Education

- Access via most Smart Phones
- Real-time collaborations via Lync or Moodle
- Real-time push and pull with networked Smart boards
- Improve school / parent communications
- Chips away at the digital divide
 - Broader Access
 - Productivity tools



Shift to a “Cloud First Policy”

Bill Hickox

Shift to a 'Cloud First' policy

- Leverage DTI's Private cloud platform to reduce reliance on stand alone servers.
- Within 3 months, enhance Delaware's network services contract to include IaaS
- Within 6 months, establish vendor and SLA management services.
- Within 6 months, establish a contractual vehicle for PaaS and SaaS.
- All new initiatives and significant refreshes will consider using internal or external Cloud services as a solution.

Software as a Service (SaaS)

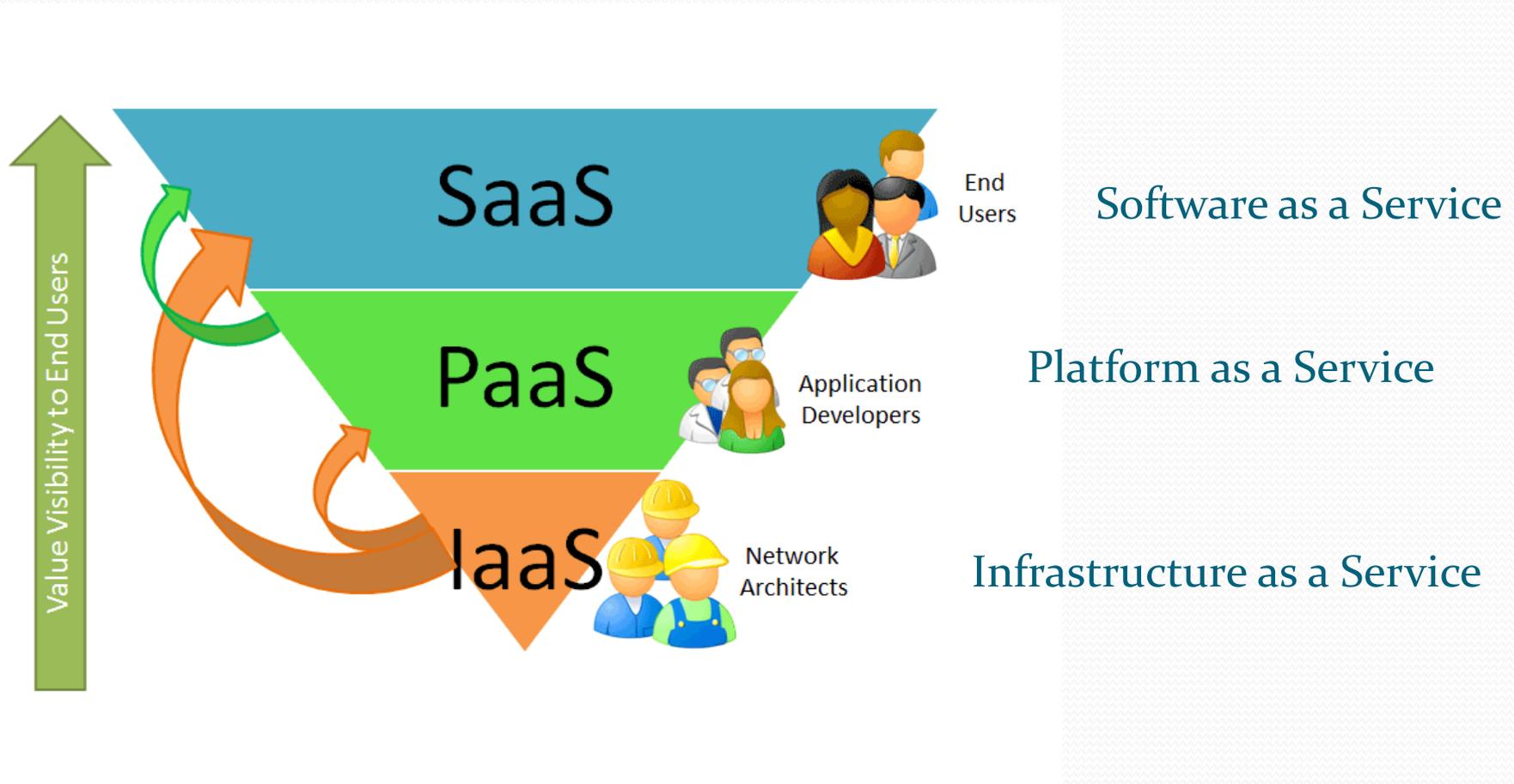
Jeff Savin



How to Buy Space in the Cloud

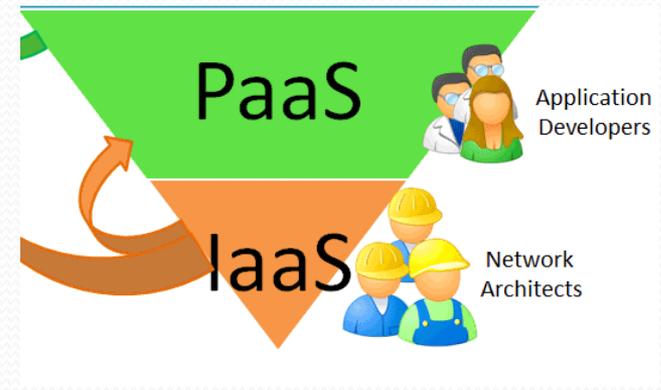
A guide to purchasing
infrastructure, platform,
and software as a service

Types of Cloud Services



Purchasing Infrastructure and Platform as a Service

Infrastructure and Platform as a Service can be defined in terms of technical specifications as opposed to business requirements.



There are numerous interchangeable vendors in this market.

Beginning July 1st these services can be purchased through the Network Services Contract.

Software as a Service

Software as a service is:

A model of software deployment whereby a vendor provides the infrastructure and licenses an application to customers for use as a service on demand.



Software as a Service

Advantages

- No software or hardware to purchase, install, or maintain
- No updates or upgrades to install
- Can be implemented very quickly
- Low cost of entry
- Pay as you grow
- Vested vendor interests

SaaS is most often used for applications including accounting, collaboration, customer relationship management (CRM), enterprise resource planning (ERP), content management (CM), and service desk management.



Software as a Service

Disadvantages

- Harder to Define
- Limited Control of Your Data
 - Sharing
 - Ownership
- Harder to Vendor Manage
 - T&Cs have to be clear
- Will Likely Require an RFP



This is not SaaS!

Agencies without clear objectives and defined business processes will be no better off with a SaaS solution than with an on-premise solution.

Contracting for SaaS

According to the Attorney General Office SaaS is a professional service.

Therefore, solutions over \$50k should follow the State's professional services bidding process.

To our knowledge there are no generic SaaS contracts the State can leverage.



Major Projects Quarterly Meeting

Matt Payne

Major Projects Quarterly Meeting

- Establish a Quarterly Major Projects Review Meeting
- Leverage Lessons Learned from Other Major Projects
- Provide Guidance for Major Projects
- Help Reduce and Manage risks
- Promote a Consistent Understanding of Project Activities, Roles and Responsibilities

Major Projects Quarterly Meeting

- What is a 'Major Project'?
- Who Should Attend the Quarterly Reviews?
- How will the Quarterly Reviews be handled?
- When is the meeting going to take place?

Enabling the Mobile Workforce

Elayne Starkey

Enabling a Mobile Workforce

VPN policy amendments (RDP)

- Current policy reserves RDP access for System Administrators
- Infrastructure Improvements/VRFs
- Expanding to approved Telecommuters
- Continues to be a privileged level access
- Operational logistics under discussion

Enabling a Mobile Workforce

Improved WiFi Connectivity for our customers

- **Wireless Guest-net**
 - Intent was to serve visiting vendors, guests of the state agencies (not the Public)
 - Requires preregistration and authentication
 - Accounts expire
 - Users are proxied with policies close the State production policy
 - Selected services are open (WebEx, LiveMeeting and RDP)
- **Expanded Guest-net**
 - Expands to include the public
 - Users no longer required to preregister or authenticate, instead a splash screen must be accepted
 - Accounts do not expire
 - Adds support for other devices, such as iPhones and iPads
 - Users are still proxied with less restrictions; anti spyware/malware protection continues
 - More services are open including streaming, social networking, email
 - AUP amendments are pending

Expanded use of Mobile Devices

- Apple iPad's
- Smart Phones
- Tablet PC's
- Mobile Forms Support with Verizon

Enterprise Data Management

Matt Payne

Enterprise Data Management

- Establishing governance boards
- Establishing State standards and policies
- Developing a more detail understanding of the State's data (initial data survey completed)

Major Projects Update

- FACTS II - Family And Children Tracking System
- EDINS – Education Insight (Race to the Top)

Project Name: *'FACTS II" Family and Child Tracking System, II*

Project Objective: Replace DSCYF's 17+ year old Family And Child Tracking System with a new system, built on current technologies, that integrates services provided by the Department's Family Services, Prevention and Behavioral Health and Youth Rehabilitative Services divisions.

Current Project Status:

DSCYF has reviewed and updated the project requirements and obtained ACF approval for three FACTS II-related RFPs.

The RFPs were released late last fall for Design, Development and Implementation (DD&I), Quality Assurance (QA) and contracted project management (PM).

Proposals have been received in response to all three RFPs and are currently being evaluated By FACTS II Teams.

Total Project
Budget



\$25.6 Million



Budget
Expended To
Date



*As of 3/1/2011
\$ 0*

Project Issues/Risks

- Competition for DSCYF Staff
- Professional Services Under Estimated

Upcoming Activities

- April
- *On schedule*
 - Complete the proposal reviews, identify awardees, and initiate contract negotiations in May.
- May
- *On schedule*
 - Final contracts sent to ACF and approved before the work under each contract may commence.
- July
- *On schedule*
 - The projected start date for the FACTS II DD&I contractor is late July 2011

Project Name: Education Insight

Project Objective: “Education Insight” is a set of interrelated projects designed to foster data-driven decision making among Delaware educators with the goal of improving education outcomes for all students. The program includes establishment of a longitudinal warehouse of K12 data, distribution of this data through role-based performance management dashboards for different stakeholder groups, and creation of an identify management portal to control access to all Education Insight components in accordance with the Family Educational Rights and Privacy Act (FERPA).

Current Project Status: The current focus for the technology portion of Race to the Top is on the procurement of software and services to build the longitudinal data warehouse. To date, the project has engaged leaders from every LEA regarding local, end-user needs; issued a Request for Information (RFI) that resulted in 24 responses; and issued RFPs for the longitudinal data warehouse (12/6/2010) and performance management dashboards (12/13/2010). The RFPs resulted in 10 and 11 responses respectively. Final selection for both RFPs is expected by the end of March, 2011.

Total Project Budget



\$6 Million



Budget Expended To Date



*As of 3/1/2011
\$ 1.5 Million*

Project Issues/Risks

- Warehouse bids somewhat higher than expected – to be addressed during contract negotiations.
- Participation of LEA staff in dashboard focus groups.

Upcoming Activities

- **March**
- ***On schedule***
 - Vendor selection for both the warehouse and dashboard projects.
 - Contract negotiations
- **April**
- ***On schedule***
 - Project kick-off
 - Final scope, work plan, and resource plan
 - Final data source inventory for warehouse
 - Warehouse development environment
- **May**
- ***On schedule***
 - Initial dashboard focus groups
 - Warehouse data migration plan
- **June**
- ***On schedule***
 - Dashboard development environment
 - ETL program development

Upcoming Meeting Dates

- Tuesday - March 8, 2011
- Tuesday - June 14, 2011
- Tuesday - September 13, 2011
- Tuesday - December 13, 2011



The following slides are for review only and will not be presented at the meeting.

Project Name: 'COTS' Courts Organized to Serve

Project Objective: *The main goal of COTS is to implement an integrated civil, criminal and financial case management system for the Delaware Courts. The mission of COTS is to "deliver an information system that will enable the Delaware Judiciary to fulfill its mission of providing a fair, efficient, effective, and prompt forum for the resolution of both criminal and civil matters brought before our Courts."*

Current Project Status: *With the completion of the review process of options for the COTS project, the Project Leadership Team, at its December meeting, adopted a new approach for the COTS case management modernization project, which leverages existing systems through the use of technology to enhance the functionality required by the courts for criminal case management and for Family Court's civil case management. This approach will ensure the maintenance of the high level of integration that currently exists between the courts and the criminal justice agencies in Delaware, and will avoid risks by implementing new technology on an incremental basis as scheduled within portfolios. The COTS case management modernization project will conclude with the completion of improvements to the major components of the criminal case management system, and the Family Court civil case management system, which will occur with the fulfillment of portfolio 3. Portfolios 1 - 3 will each take approximately 9 - 12 months to accomplish their specified objectives. The project is currently moving forward in project 0 (the planning stage prior to implementation of portfolio 1 initiatives).*

Total Project Budget

\$15.7 Million

Funds Expended

As of 1/31/2011
\$ 12.3 Million

Project Issues/Risks

- *Establishing most effective governance structure and implementation of that structure.*
- *Realigning funding and staff resources to address requirements of the case management modernization approach.*
- *Renegotiating relationship with vendor to focus on specific service needs.*

Upcoming Activities

- **February/March/April**
- *Completion of modernization planning document to address governance structure.*
- *Continuing efforts on project initiation tasks, including development of project schedule, establishment of risk plan, measurement methodology, and communication plan, and implementation of governance structure .*
- *Work on portfolio 1 to commence following completion of planning stage (April /May).*

Project Name: **DACSES** Replacement Project

Project Objective: To replace Delaware's antiquated mainframe legacy child support enforcement information system by successfully transferring and modifying the Arkansas child support enforcement system. The new technological features offered by the transfer system in conjunction with modifications required by Delaware will result in a state of the art child support system that will maximize integration with other Delaware systems, maximize automation of routine processing and improve customer access to services.

Current Project Status: Planning: 18 management plans have been approved; one is pending; Analysis and Design: Joint Application Design sessions are complete and functional design documents are being created. Workgroup sessions to finalize the plans for the electronic interfaces are in progress, with the most critical being IV-A, IV-E and the Courts. Three (3) of the FDDs have been submitted to the State for review and eight (8) are in development. The technical designs are also under way. 4 of the 11 prototypes have been completed with successful results which will be documented in the technical designs along with decisions made during the technical design sessions. Conversion: The data in the legacy system is being analyzed and manual clean up efforts are underway.

Total Project
Budget



\$62 Million



Budget
Expended To
Date



*As of Feb. 25,
2011:
\$6,321,021*

Project Issues/Risks

- Sufficient qualified State staff to support project development and maintenance of solution after implementation.
- 5 of the 11 IRM positions have been filled. 4 application development positions remain vacant. The jobs have been posted for the 3rd time. If there are no qualified candidates, IRM will work with DCSE to revise the selection criteria for the positions.
- There are 2 outstanding Organizational Change Management Unit positions. Interviews are being conducted for the Training Lead, and a Organizational Change Lead is being hired through the staff augmentation contract with CIBER.
- IRM continues the process of installing HP Service center for the DHSS Helpdesk transition.
- The purchase of Solar Winds is underway to complete the Network Assessment.
- The Project Schedule: The State and the Implementation team have made significant progress agreeing to a baselined schedule to be used as input into the overall project schedule. The team is working toward approving the Implementation Team's schedule to be baselined by Feb. 25th.
- The Federal Office of Child Support Enforcement requires a separate Independent Validation and Verification to help them manage risks. DCSE must be prepared to respond to Feds concerns to mitigate risks or 66% matching funding may be withdrawn.
- The first IV&V audit is complete and the State has responded to the findings. The second IV&V audit is scheduled for April, 2011.

Upcoming Activities

- February through May
 - Baseline the Implementation team's schedule and baseline an overall project schedule
 - Continue review of the functional design documents and technical design documents
 - Approve the Test Management Plan and UAT Management Plan
 - Approve and begin the population assessment survey for the current DCSE staff.

Project Name: 'ERP' - *Delaware Enterprise Resource Planning*

Project Objective: *Providing a uniform platform to improve the State's financial management operations enabling more effective financial decisions.*

Current Project Status: *Continue to stabilize FSF Production. Team completed development of FSF reconciliation reports and CAFR/GMEN process. Completed 1099 process and approx 5000 forms were generated and distributed. FSF Reconciliation Workshops and Labs are schedule for month of March and April. Most of the focus for next four month is on ERP Fiscal Year start up and Year end processes. Post Production support, development and documentation of FSF Year end processes development are well underway.*

Total Project Budget



*As of
03/01/2011
projected
through FY 11
is 75 million*



Spend To Date



*As of
03/01/2011
\$70 million*

Project Issues/Risks

- *Competing priorities during the stabilization period for FSF resources.*
- *Need to begin the upgrade to 9.x in 2011 due to the extended support for version 8.9 expiring in December 2012.*

Upcoming Activities

- **March**
- ***On schedule***
 - EOY processing for FSF
 - Work on FSF top list
- **April**
- ***On schedule***
 - Pcard transactions posting on Web
 - Work on top 20 list
- **May**
- ***On schedule***
 - Benefits Open Enrollment and ERP Fiscal year integrated testing (PHRST & FSF)

Project Name: *ICIS - Integrated Corporations Information System*

Project Objective: *Replace legacy mainframe Corporation Information system with new technology*

Current Project Status: *Project team has been working through Quality Reviews which are building business requirements, an infrastructure move and test plan development.*

Total Project
Budget



\$16.5M



Budget
Expended To
Date



As of
\$9,753,973

Project Issues/Risks

- **Risks:**
- *New infrastructure introduction as part of 3/15 move*
- *Secondary review of Quality Review items may not meet our expectations*
- *Quality Review 10 has potential of not being coded to expectations*
- *Project end date can be recommitted if vendor chooses (decision by end of May)*
- *Project budget will increase due to the uncertainty of production hardware costs*

Upcoming Activities

- **March**
- *3/8 – 3/11 - Quality Review 9 of 10*
- *3/14 -Infrastructure move*
- *3/15 - New Technical Staff (contractual)*
- **April**
- *4/11 – 5/6- Quality Review 10 (verification of previous reviews)*
- **May**
- *3/15 – Final decision on Post-go-live support strategy*
- *End of May – Vendor commits to final implementation date based on workload from Walkthrough 10*