



# Georgia Technology Authority

**[www.gta.georgia.gov](http://www.gta.georgia.gov)**

The Georgia Technology Authority (GTA) currently manages the delivery of IT infrastructure services to 85 Executive Branch agencies and managed network services to 1,400 state and local government entities. IT infrastructure services encompass mainframes, servers, service desk, end user computing, disaster recovery and security; 14 agencies receive all of these services through GTA, while the remaining agencies may receive two or three of these services. Managed network services include the state's wide area network and voice.

Scope of service delivery:

- 35,000 IT infrastructure end users
- 47,000 e-mail accounts
- 668 TB of storage space
- 2,500 servers
- 2,000 firewalls
- 1,850 routers
- 7,700 physical sites
- 133,000 voice ports

In 2009, GTA transitioned IT infrastructure services to IBM and managed network services to AT&T as part of an initiative begun in 2007 to move the state's IT operations out of their "horse and buggy days" and into the 21<sup>st</sup> century by turning to private-sector leaders in technology service delivery.

The privatization initiative is projected to save the state \$181 million over the life of the contracts with IBM and AT&T.

GTA's **Service Management Organization** oversees the state's service providers.

Meanwhile, GTA's **Enterprise Governance and Planning** promotes an enterprise approach to technology by establishing statewide policies, standards and guidelines based on industry best practices and federal requirements. EGAP works closely with the Governor's Office of Planning and Budget and state agencies to ensure an individual agency's IT strategy aligns with its overall business strategy and business continuity planning. EGAP is involved in managing the state's portfolio of technology projects to ensure they meet established goals and are completed on schedule and within budget. Information security is a critically important concern in EGAP, and particular attention is given to supporting the development of training for state employees so they understand their role in protecting sensitive information.

In compliance with statutory requirements, EGAP gathers data from state agencies on an annual basis regarding their IT security programs and IT expenditures. The data is compiled into reports that are useful in guiding state leaders in their decision making.

GTA also develops and manages **Georgia's web portal**, [www.georgia.gov](http://www.georgia.gov). We provide technical and design support to state agencies in the operation of their websites. The state's enterprise content management tool, Vignette, is currently used by state agencies to maintain content for 75 websites.