



Georgia Technology Authority

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Overview of Georgia's Technology Transformation

Georgia is well on its way to achieving an ambitious goal set in 2007: Move the state's IT operations out of their "horse and buggy days" and into the 21st century by turning to private-sector leaders in technology service delivery. The Georgia Enterprise Technology Services (GETS) program will enable the state to stay current with modern technology, ensure that confidential data remain safe and secure from outside threats, and save money.

Why does the state need IT transformation?

When the Georgia Technology Authority (GTA) launched the initiative, the aim was not cost savings, although we are seeing a decrease in agency IT spending and our business case has always shown that the initiative will save money over the life of the contracts – an estimated \$181 million over 10 years. More importantly, the initiative was a necessary response to the untenable risk the state was carrying. A few years ago, it became clear that the state's IT infrastructure was inadequate, underfunded and unable to meet basic industry standards for security and daily operations. The state had no disaster recovery capabilities.

Because the state lacked the resources to fix its serious problems, we turned to the private sector. Since 2009, AT&T has provided managed network services, including delivering and managing wide area network, local area network and voice. The same year, IBM began providing infrastructure services, which include delivering and managing mainframe computing, servers, print, service desk, end-user computing, disaster recovery and data security. These partnerships are also enabling the state to make infrastructure and network investments that would not have been possible otherwise.

GETS offers clear benefits

Agencies participating in the Georgia Enterprise Technology Services (GETS) program are receiving more for their money, including some important services and capabilities that have never been available in Georgia state government.

Upgraded network

- The state network now has 100% greater capacity and failover capabilities.

Around-the-clock service desk support

- Another first for the state, technical support is available statewide on a 24x7x365 basis by calling a single toll-free number.

Refresh plan

- End user computing – Computers are refreshed on a regular basis; desktops are replaced every five years, laptops and tablets every three years.
- Servers – One hundred end-of-life or failing servers were upgraded in 2010. Another 100 are targeted for refresh in 2011.

(Over)

Cost savings

- The GETS program uses a consumption-based model, which means agencies pay only for the services they use. In addition, more transparency into IT spending enables agencies to make more informed decisions about IT expenditures.

Enhanced data security

- Software loaded onto computers allows for remote troubleshooting and automatically downloads the latest updates for anti-malware programs, application patches and security updates, all on a regular basis. Laptop computers now run encryption software to protect sensitive data in case they are lost or stolen.

Improved disaster recovery capabilities

- For the first time, the state is testing its disaster recovery capabilities. Three tests have been conducted, involving 10 agencies and 116 critical servers and associated applications.

Agency involvement

State agencies helped to develop Georgia's technology transformation initiative from the very start and remain involved in the program. Agencies helped to design the contract's service levels that monitor provider performance and ensure that service delivery meets the state's needs.

Advisory councils keep GETS agencies up to date on the program and offer opportunities for input. Also, GTA service delivery consultants meet regularly with participating agencies to plan transformation activities and address service delivery issues.

Our commitment

An initiative as large and sweeping as this one is bound to hit a few bumps in the road. In fact, GTA has long said that dips in service delivery early on would be unavoidable. GTA will continue working with agencies and service providers to resolve any issues that arise.