About the Georgia Technology Authority

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 locations. 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:
- 70,000 state employees
- 35,000 IT infrastructure end users
- 47,000 e-mail accounts
- 133,000 telephone lines

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 21st century by turning to private-sector leaders in technology service delivery.

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

GTA's **Service Management Organization** ensures that the state's IT service providers and their subcontractors provide the quality of service specified in service level agreements. Our team of Customer Relationship Managers (CRMs) works directly with state and local government customers to resolve service delivery issues.

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 the **state's official website, www.georgia.gov**. In May 2012, GTA unveiled a major redesign that offers friendlier navigation, greater usability and more robust search functions. Georgia's website is the nation's first to automatically adapt its layout to the type of device on which it's being accessed – whether a PC, tablet or smartphone. The website provides information and services from more than 115 state agencies and links to city and county government websites.

GTA also provides the content management system, called Drupal, that's used on more than 50 state agency websites. Drupal is an open-source system hosted in the cloud.