

# GTA Board of Directors

## March 5, 2015

### Our Strategic Vision

- A transparent, integrated enterprise where technology decisions are made with the citizen in mind

### Our Mission

- To provide technology leadership to the state of Georgia for sound IT enterprise management



# Agenda

- **Welcome**
- **Executive Director's Report**
  - **Financial Update**
  - **Subcommittee Report**
  - **IT Transformation Update**
  - **Services Integration Initiative**
  - **MSI Transition**
  - **Legislative Update**
  - **Quick Spotlight Items**
- **Closing and Adjournment**

# Financial Update

Joe Webb

GTA Deputy Executive Director

# GTA Financial Performance – FY2015

	FY15 Budget	FY15 Variance	FY15 Projection
<b>REVENUES:</b>			
State Appropriated Funds	\$0	\$0	\$0
GTA Administrative Fees	\$15,865,202	(\$822,998)	\$15,042,204
GETS Revenues	\$205,003,583	(\$5,271,494)	\$199,732,089
Data and Retained Services Revenues	\$42,446,574	\$4,283,909	\$46,730,483
<b>TOTAL REVENUES:</b>	<b>\$263,315,359</b>	<b>(\$1,810,583)</b>	<b>\$261,504,776</b>
<b>EXPENSES:</b>			
Personnel	\$25,080,845	(\$631,341)	\$24,449,504
GTA Operations	\$32,796,992	\$1,965,831	\$34,762,823
GETS Contract	\$205,003,583	(\$7,831,127)	\$197,172,456
<b>TOTAL EXPENSES:</b>	<b>\$262,881,420</b>	<b>(\$6,496,637)</b>	<b>\$256,384,783</b>
<b>Budget Basis Surplus/ (Deficit)</b>	<b>\$433,939</b>	<b>\$4,686,054</b>	<b>\$5,119,993</b>
<b>Non-Budgeted Transfers</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Net Income/(Loss)</b>	<b>\$433,939</b>	<b>\$4,686,054</b>	<b>\$5,119,993</b>
<b>Authorized Positions</b>	<b>181</b>		<b>181</b>

# Financial Performance FY2015

## State revenues continue to improve

- 5.2% higher through January than the prior fiscal year

## Data Sales revenues continue moderate growth and stability

- FY15 actual revenues up 6% - \$34.3M

## Continued focus and success in improving invoice collections:

- FY15 Accounts Receivable turnover as of Jan: 46.6 days (Target is 45)

## FY15 GTA Operating Fund Balance and Net Assets: \$29.4M

## FY04 – FY09 federal liability

- Currently under negotiation with the U.S. Department of Health and Human Services Division of Cost Allocation
- Review of federal determination of liability extended through March 3, 2015

# Subcommittee Update

Don Hallacy

Dan Murphy

Joe Surber

# **IT Transformation and Performance Update**

Dean Johnson  
GTA Chief Operating Officer

# Transformation Update

- Overall Program Status
- Recap of SCON Phase II
- Milestones Achieved to date
- Upcoming Milestones
- Risk Management



# Transformation - Overall Program Status

<u>Program</u>	<u>August Status</u>	<u>October Status</u>	<u>January Status</u>
– Exchange AD	<b>Complete</b>	<b>Complete</b>	<b>Complete</b>
– Exchange E-mail	<b>Complete</b>	<b>Complete</b>	<b>Complete</b>
– Malware Server	<b>Complete</b>	<b>Complete</b>	<b>Complete</b>
– Desktop Antivirus	<b>Complete</b>	<b>Complete</b>	<b>Complete</b>
– Print Services	<b>Complete</b>	<b>Complete</b>	<b>Complete</b>
– Novell AD /e-Mail	63.0%/ <b>Complete</b>	79.6%/ <b>Complete</b>	100.0%/ <b>Complete</b>
– SCON	28.0%	46.0%	61.83%*
– File Services	75.0%	95.0%	100.0%
– EUC Encryption		40.0%	100.0%
– Win7	103.0%	<b>Complete</b>	<b>Complete</b>

\*With an additional 2.52% to be included as of February 28 to reflect the final January cut-over, the total completed will be 64.35%.

## Recap of SCON Phase II

- Since the December 4 Board meeting, five production cut-overs were completed in December and January, with one more scheduled for February.
- Here are servers put into production by month:
  - December - 78
  - January - 43
  - February - 20
  - March - 117
- The server total is 121 for December and January, with an additional 137 for February and March. The grand total through the first quarter of 2015 is 258 servers.

## Milestones Achieved to Date

- ✓ Completed production cut-over for DPH (Public Health) Move Group 1 and Group 1A (GAVERS) – December 12 – **35 servers**
  - GAVERS was an acceleration at DPH’s request.
  - Includes two applications from Move Group 2.
  - Defers two applications (EHARS and CareWare) to Move Group 3.
- ✓ Completed production cut-over for GDC (Corrections) – December 11 and 19 – **43 servers.**
- ✓ Accenture completed application replatforming for SHINES – December 19.
- ✓ Completed production cut-over for DHS (Human Services) - Affinity 1 – Move Group 1 - Data Warehouse - January 16 – **23 servers.**

## Milestones Achieved to Date

- ✓ Accelerated the implementation of the GRITS application for DPH (Public Health) by approximately a month to respond to production problems in legacy environment – Completed production cut-over - January 23 – **13 servers.**
  - No issues reported during or as a result of the migration.
  - Customer reporting improved transaction performance.
- ✓ Accelerated the implementation of the SABA application for DPH (Public Health) by approximately a month adding it to Move Group 2 – Modified – January 23 – **7 servers.**
- ✓ AT&T Retail - Completed the LAN/WAN transformation for GBI (Georgia Bureau of Investigation) – January 24.
- ✓ Completed File Services migrations for all of the health agencies in 2014, and GBI and SAO in January.

## Milestones Achieved to Date

- ✓ Completed production cut-over for DHS (Human Services) - Affinity 2 – Move Group 1 – February 20 – **20 servers.**

# Milestones Missed

- Complete production cut-over for DHS (Human Services) - Affinity 1 – Move Group 2 - DIS - February 13 – **32 servers**. This production cut-over has been deferred four weeks to March 13.
  - Database underwent significant growth since third quarter 2014, from four terabytes to 15+ terabytes.
  - Slow transaction performance is being analyzed and addressed by Oracle SMEs.

# Upcoming Milestones

- AT&T Retail - Complete the LAN/WAN transformation for DBHDD Milledgeville – February 21.
- Complete production cut-over event for DHS (Human Services) – Affinity 1 – SHINES – March 6 – **21 servers.**
- AT&T Retail - Complete the LAN/WAN transformation for GTA – March 7- 8.
- Complete production cut-over for DHS (Human Services) Affinity 1 – Move Group 2 - DIS – March 13 – **32 servers.**

# Upcoming Milestones

- Complete production cut-over event for DPH (Public Health) – Move Group 3 – March 20 – **26 servers.**
- Complete production cut-over event for DHS (Human Services) – Affinity 2 – Group 2 – March 27 – **18 servers.**



# Upcoming Milestones

- Complete production cut-over event for DOAS (Administrative Services) – March 27. (Note: This may be moved one week to the right to eliminate two production cut-over events on one weekend).
- AT&T Retail - Complete the LAN/WAN transformation for DCH (Community Health) – March 28.
- AT&T – Complete the SSL VPN implementations for DHS (Human Services), DPH (Public Health), and DBHDD (Behavioral Health) in the first quarter of 2015 – Now included as part of the 2 Peachtree LAN/WAN transformation. Note: This work is being reviewed for possible SCON impact.

# Upcoming Milestones

- Complete production cut-over event for DHS (Human Services) – Affinity 3 – Group 1 – May 8.
- Complete production cut-over event for DHS (Human Services) – Affinity 3 – Group 2 – May 29.

**Note: At the end of May, 89.32% of the SCON effort will be complete. The only remaining production cut-over events will be GTA, the agency (3.15%) and DOR (7.60%), if it is included in SCON.**

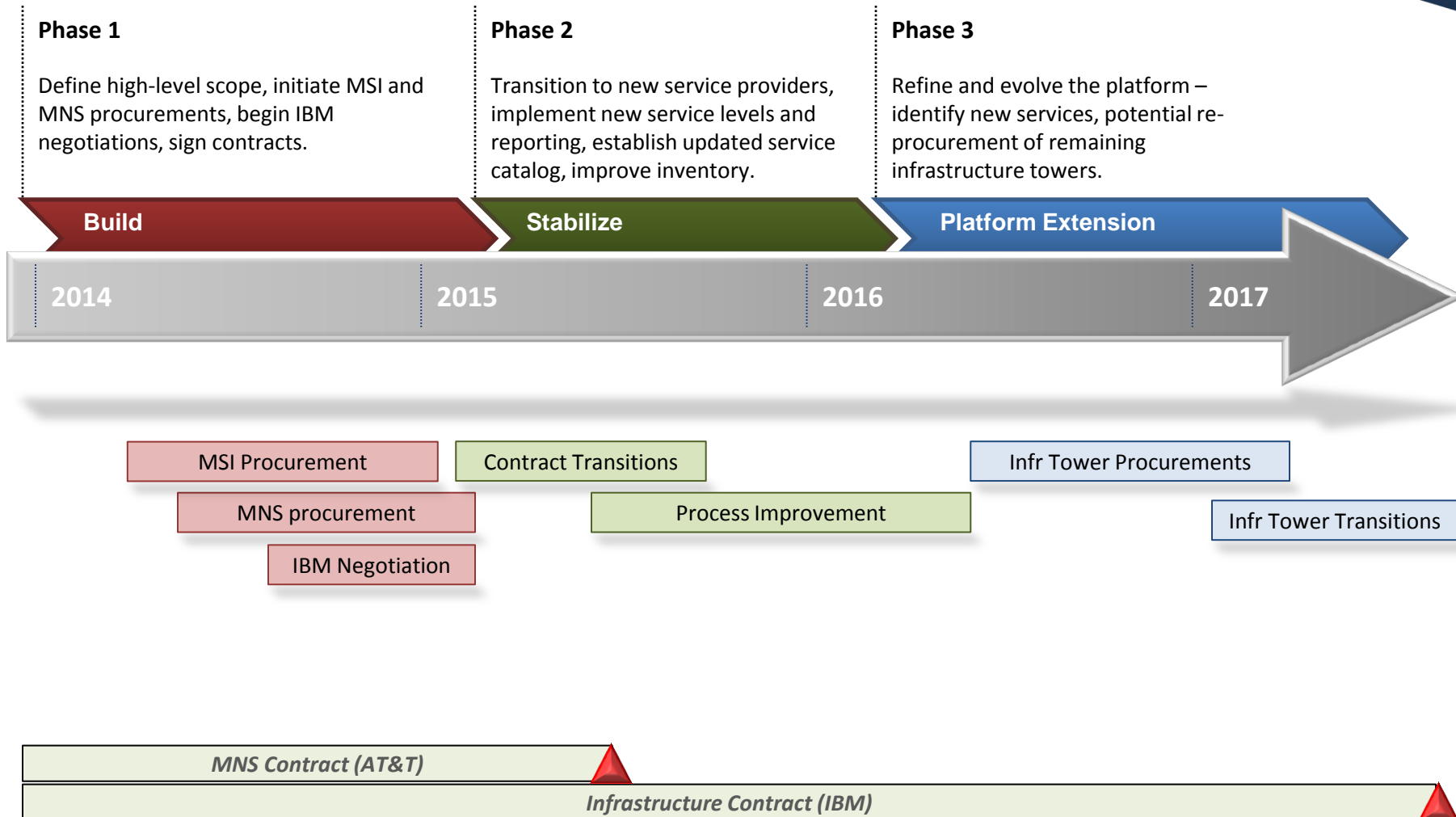
# Risk Management

- Emphasis continues to be on evaluating the need for skilled resources and adding them as necessary.
  - In the case of DHS, an Oracle SWAT team has been brought on board to lead the problem identification and solutioning for DIS and also provide expertise for SHINES.
  - IBM has added an additional seasoned program manager to be the point person with Oracle and technical liaison for DIS.
  - The overall IBM program executive is driving the DHS metrics.
- Because of the execution phase of each agency, weekly Management meetings have been set up to include the CIO of each agency. In addition, bi-weekly Business Council meetings are also being held with executive management participation to ensure full engagement.

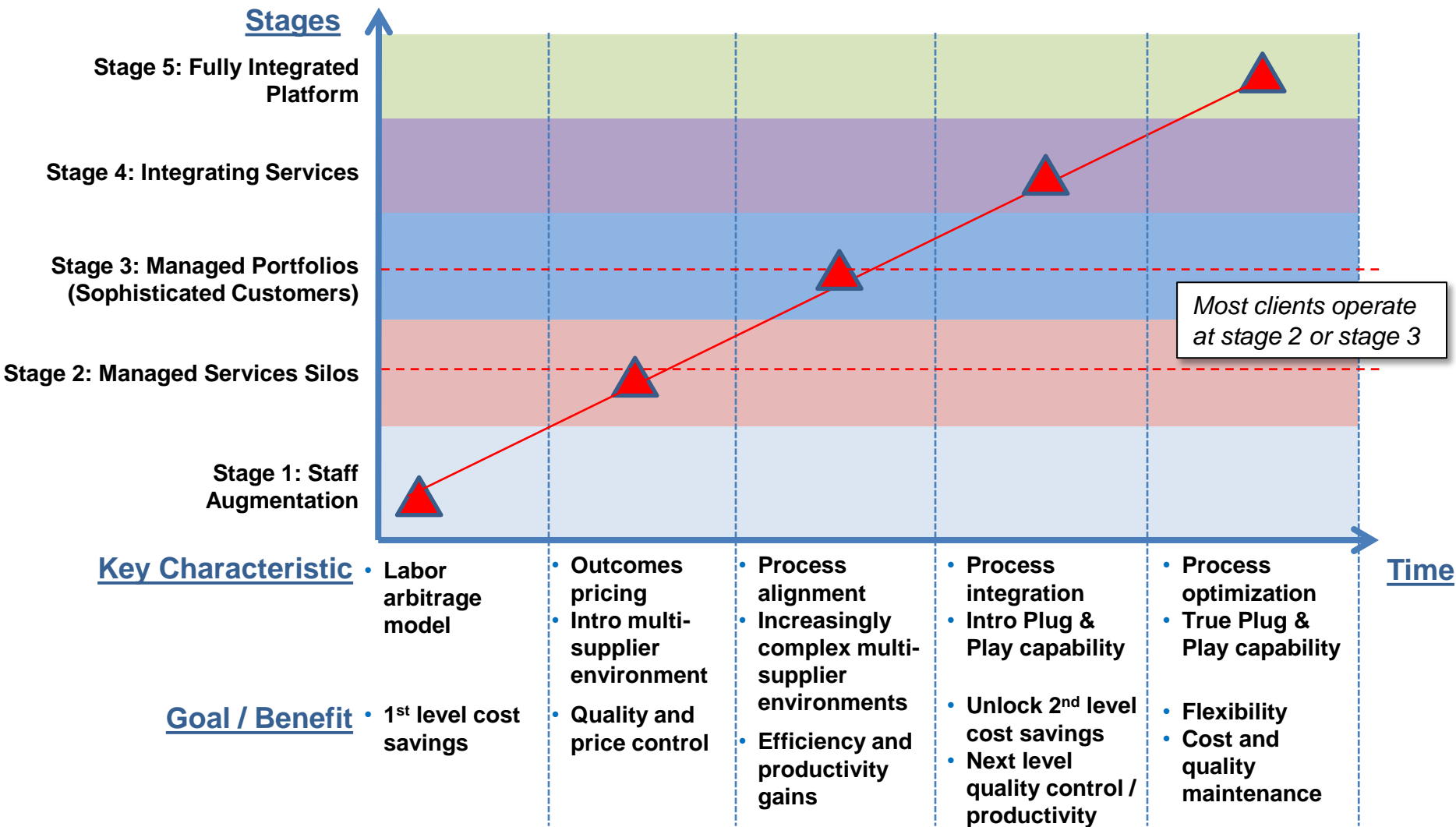
# Services Integration Initiative

- **Timeline**
- **Procurement Update**
  - **Multi-sourcing Service Integrator (MSI)**
  - **Managed Network Services – 1 (LAN, WAN, and Voice)**
  - **Managed Network Services – 2 (Cable & Wiring / AV Conferencing)**

# Timeline



# The Evolving Services Platform – Maturity Model Stages for Services Sourcing



# Service Integration Value Proposition

- **Improve Service Delivery**
  - Specialized provider for service desk and cross functional services
  - More flexible, adaptable service delivery platform
- **Enable the rapid addition of services**
  - Standard set of interfaces (people and systems) for customers
  - Standardized set of tools and processes to support delivery
- **Provide increased transparency**
  - Common set of processes and controls for all services
  - Operation of process and controls by an independent third party
- **Increase innovation**
  - Additional ability to compete and add services

# MSI Scope

*Currently represents approximately 200 FTEs and \$29.5M in annual spend with the incumbent service providers.*

Service Strategy	Service Design	Service Transition	Service Operation
Strategy Generation and Management	Design Coordination	Change Management	Service Desk (Current IBM Service Tower)
Financial Management for IT Services	Service Catalog Management	Release and Deployment Management	Incident Management
Service Portfolio Management	Service Level Management	Project Management Transition Planning and Support	Event Management
Demand Management	Availability Management	Service Asset and Configuration Management	Problem Management
Business Relationship Management	Capacity Management	Knowledge Management	Request Management and Fulfillment
	IT Service Continuity Mgmt.		Access Management
	Information Security Mgmt.		Service Provider IT Operations
	Risk Management		
Continuous Service Improvement			
Service Review and Reporting	Process Evaluation and Currency	Service Measurement	



# MSI Procurement Process

- Down Selected Potential Service Providers
  - Capgemini America, Inc.
  - HP Enterprise Services, LLC
- Notice of Intent to Award (NOIA)
- Notice of Award (10 calendar days after NOIA)
- Contract Signing

# Managed Network Services – 1

## RFP Background

- The MNS-1 RFP described the potential for two awards for the approximately \$60M in annual spend related to Managed Network Services.
- The awards were separated as the **Data Network Services** and **Voices Services** Awards.
- Service Towers for the “Awards” are as follows:
  - Data Network Services – Local Area Network (LAN) Services Service Tower and Wide Area Network (WAN) Services Service Tower
  - Voice Services – Voice Services Service Tower
- The potential service providers were evaluated on the qualifications at the service tower level.

# Managed Network Services – 1 Milestones Completed

- Due Diligence period conducted between December 10 – January 23.
  - Total of 333 Due Diligence requests were fielded and responded to.
- Completed 3 full-day integration sessions with each of the three potential service providers (AT&T, CenturyLink, and IBM) between January 6 – 21.
- Completed Amended RFP Instructions training sessions with each of the three potential service providers.
- Posted Addendum #2 RFP documents for Amended RFP response, January 29.
  - These documents were previously released as “Draft” versions in the MNS data room during the Due Diligence period.
- Completed Amended Response Q & A period, February 2 – 9.
  - Total of 11 questions were fielded and responded to.

# Managed Network Services – 1

## Upcoming Milestones

- Amended Responses Submission 3:00 pm EST, February 23.
- Amended Response Evaluation Period, February 24 – March 5.
- Evaluation team down select recommendation to GTA leadership team, March 6.

# Managed Network Services – 2

## Cable & Wire RFQC Respondents

Vendor	Abbr.
AT&T	ATT
Cana Communications	CANA
Core Technologies Inc.	CTI
GC&E Systems Group Inc.	GCE
Interface Electronics Inc.	IEI
NetPlanner Systems Inc	NPS

### NOTES:

Six Prospective  
Service Providers  
responses

# Managed Network Services – 2

## Conferencing RFQC Respondents

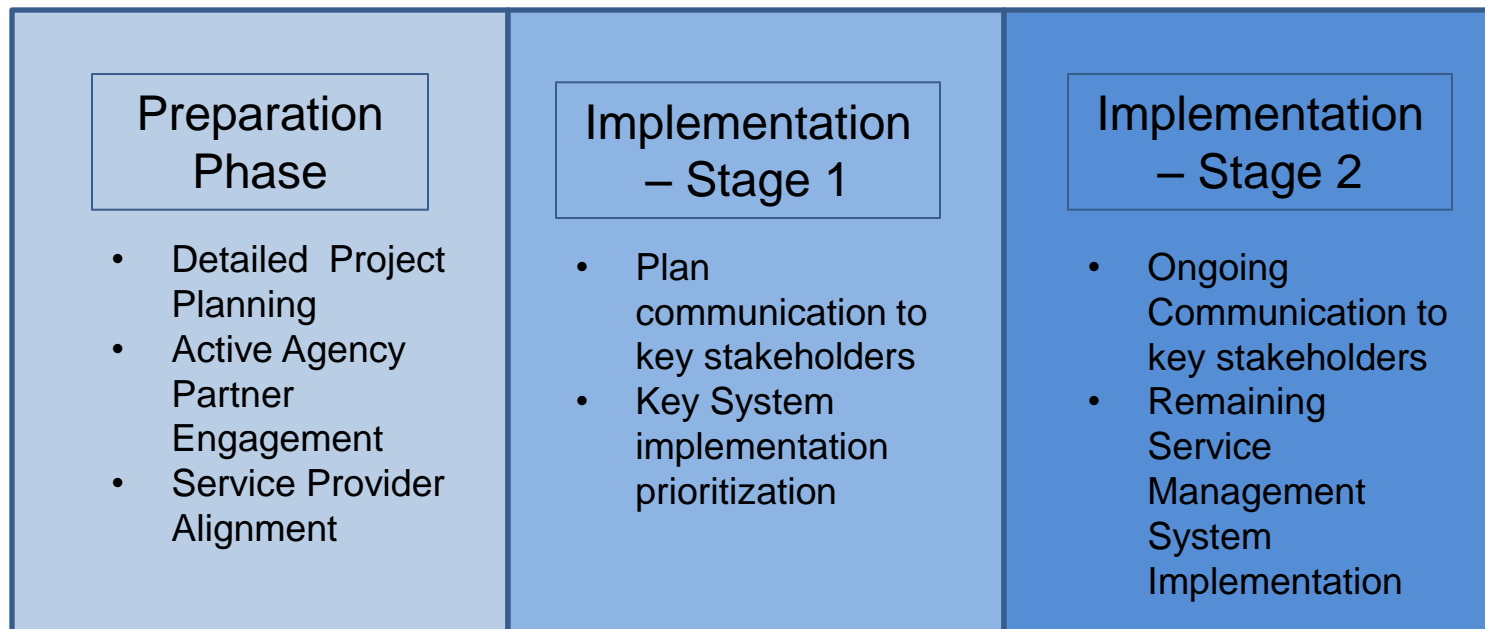
Vendor	Abbr.
AT&T	ATT
Audio Visual Innovations Inc.	AVI
BT Conferencing	BTC
Carousel Industries	CAR
Dimension Data Inc.	DDI
Warren Conferencing Services	WCS

### NOTES:

Six Prospective Service Providers responses

# MSI Transition

# MSI Transition Approach



## Special Risk Management Actions:

- Launch Shared Services Platform Operations Council
- Extend SSPOC to effectively manage user experience



# MSI Transition Team

- **GTA Transition Team**
  - Program Manager – Patti Row
  - Operations Manager – Mark Lange
  - Customer Relationship Manager – Jody Chambers
  - Communications Manager – Les Thomassen
- **Potential MSI Service Provider – 60+ resources**
- **Incumbent Service Provider Resources**
- **Third Party Advisor Resources**

# Legislative Update

Calvin Rhodes

## **Quick Spotlight Items**

- **Hosted Contact Center**
- **Office 365**
- **Enterprise Applications**
- **Technology Innovation Showcase**

# Hosted Contact Center – Status Summary



- Existing Contact Center Services support contracts expire June 2014, October 2014 and June 2015.
- Six Hosted Contact Service Providers awarded to transition 23 agencies.
- 18 agencies successfully selected and transitioned to three new providers.
- Five agencies to complete selection and migrate before June 2015.
- Turn down of existing service charges aligned with Request for Service (RFS)/disconnect requests.

# Hosted Contact Center – Agency Status

Agency	“New” Vendor	“Go Live” Date	
Office of Consumer Protection	MITEL	11/26/14	
DHS: Department of Family and Children Services / OFI	NexxPhase	12/4/14	
DHS: Child Protective Services - <i>included in DFCS</i>		12/6/14	
Georgia Department of Corrections		12/13/14	
Georgia Department of Corrections; PRCC		12/13/14	
GTA 1.800.georgia, formerly OCS		11/20/14	
DHS: Child Support DCSS	Platform 28	12/2/14	
DHS - Dept. of Aging - <i>Included in DHS</i>		12/2/14	
Kennesaw State University		12/4/14	
State Board Workers Comp		12/8/14	
Commissioner of Insurance		12/8/14	
Department of Driver Services		12/10/14	
Department of Administrative Services		12/11/14	
State Accounting Office		12/12/14	
Secretary of State		N/A - Cust owned VOIP	11/19/14

# Office 365 Update

- Current State: ***GETS email administered by IBM currently on-premises – both Exchange and GroupWise***
- Future State: ***Transition to Microsoft-hosted Office 365 Bronze Email in the Government Community Cloud***
- Key Business Objectives:
  - Improve the up-time, redundancy and overall availability of GETS email
  - Give agencies more control of email administration for their agency
  - Reduce cost of email services over time to GETS email customers
  - Increase available email storage capacity to individual GETS email users
  - Allow agencies to enable additional O365 products via direct relationships to MS via their enterprise agreements

## What's to be Accomplished?

- Migration of mailboxes from Exchange to O365
- Repointing of Outlook clients from Exchange to O365
- Repointing of mobile devices from Exchange to O365
- SMTP traffic rehomed from legacy to new SMTP servers

# Key Business Changes

- Adding a new service provider partner to GETS for email services
- Agencies can buy optional services enabled by GETS via their individual MS enterprise agreements
- Separate email log-in for GETS email users
- O365 password management assisted by self-service reset portal based on Microsoft Forefront Identity Manager (FIM)
- Service Desk support for email will transition to MS via adjustments to GETS Service Desk IVR (levels 1, 2, & 3 prior to MSI; levels 2 & 3 after)
- Users no longer need to closely manage the size of their mailbox



# Current Migration Status

Agency	User Migrations	SMTP Rehosting
GTA-Agency	Completed 12/16	In Progress
DOR	Completed 12/17	In Progress
SAO	Completed 1/17	Pending
DHS	75% done; ETC 2/20	Pending
DBHDD	60% done; ETC 2/20	In Progress
DOAS	Pilot start wk of 2/16; Prod ETC 2/27	Pending
GBI	Pilot start wk of 2/16; Prod ETC 3/9	In Progress
OIG	No Pilot; Prod ETC wk of 2/23	In Progress
DDS	Pilot start wk of 3/16; Prod ETC 3/27	Pending
DJJ	Pilot start wk of 3/16; Prod ETC 3/27	In Progress
Treasury	No Pilot; Prod ETC wk of 3/16	N/A

# Current Migration Status

Agency	User Migrations	SMTP Rehoming
DCH	Pilot start 3/10; Prod ETC 3/17	Pending
DNR	Pilot start 3/10; Prod ETC 3/24	Pending
GDC	Pilot start 3/10; Prod ETC 5/1	Pending
DPH	Pilot start 3/10; Prod ETC 4/13	Pending
VS	Pilot 5/5; Prod ETC 5/7	Pending
OPB	No Pilot; Prod ETC wk of 4/27	Pending
Gov's Ofc	Pilot wk of 4/20; Prod ETC wk of 4/27	Pending
GOHS	No Pilot; Prod ETC wk of 4/27	Pending
GOSA	No Pilot; Prod ETC wk of 4/27	Pending
GOCF	No Pilot; Prod ETC wk of 4/27	Pending
GDNA	No Pilot; Prod ETC wk of 4/27	Pending
GAA	No Pilot; Prod ETC wk of 4/27	Pending
ODSO	No Pilot; Prod ETC wk of 4/27	Pending

# Enterprise Applications

- The State Enterprise Application Council has nominated four applications as Enterprise Applications:
  - TeamWorks (Financials, HR, Marketplace)
  - Concur (Travel and Expense)
  - Team Georgia Careers (to replace Careers for applicant tracking)
  - Enterprise Service Bus (for data sharing between agency systems)
- Enterprise Applications provide services for multiple agencies in a consistent manner
- Agency owners must establish governance

## 2015 Technology Innovation Showcase

- State and local agencies and other government entities invited to submit outstanding IT projects
- Submission deadline – March 20, 2015
- Projects selected will be recognized at the Georgia Digital Government Summit and considered for submission to NASCIO's State IT Recognition Awards
- GTA Board members invited to serve on evaluation panel

# GTA Board of Directors

## March 5, 2015

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### Our Mission

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