

Lanny Creedle

April 25, 2013

GETS Education Program

WELCOME

Review of last month

Topic: Invoice Overview

Learning Objectives

- Understand contents of GETS Invoice
- Understand the agency's responsibilities for GETS invoicing, including monthly review
- Become familiar with primary reports and tools available to better understand and manage the GETS invoice

Learning Objectives Evaluation

- You have copies of the evaluation summary and attendance report
- There were 12 attendees who did not respond
- Please take the time to complete these evaluations at the end of each session, we want to ensure we are meeting the learning objectives

2013 GETS Education Program

Month	Topic	Month	Topic
Feb 28	Introduction	Aug 22	Mainframe
March 28	Invoice Overview	Sep 26	Voice
April 25	Transformation & How to work with GTA	Oct 24	LAN/WAN
May 23	EUC and Service Desk	Nov	No training
June 27	Servers	Dec	No training
July 25	Storage		

Kevin Schultz
April 25, 2013

GETS Education Program

TRANSFORMATION

Ensuring our common understanding

- **The learning objectives for this session will ensure you:**
 - Understand GETS Transformation charges and what they buy
 - Understand how GETS Transformation charges are calculated for the GETS invoice
 - Understand who to contact and partner with in the SMO to meet your infrastructure and managed network service needs.
- **After this session, all named agency participants will be asked to complete an evaluation form indicating your understanding of the material**

Ensuring our common understanding

- **We will review your evaluations**
 - If there is a group need for information, we will incorporate it into the curriculum or have an additional training session
 - If the need is specific to an individual or agency – we will schedule a one-on-one session to ensure you get the information you need
- **We are committed to your success**

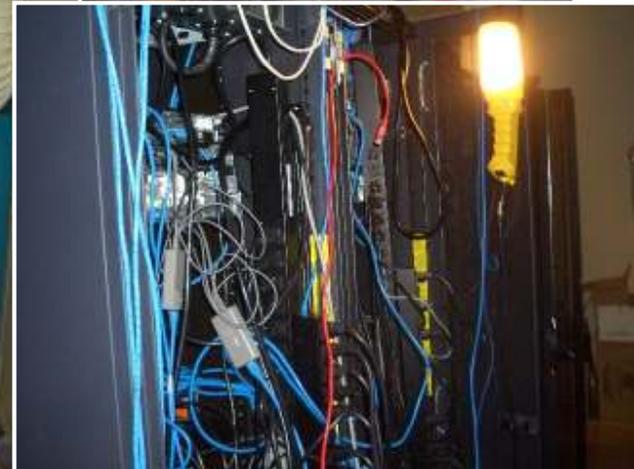
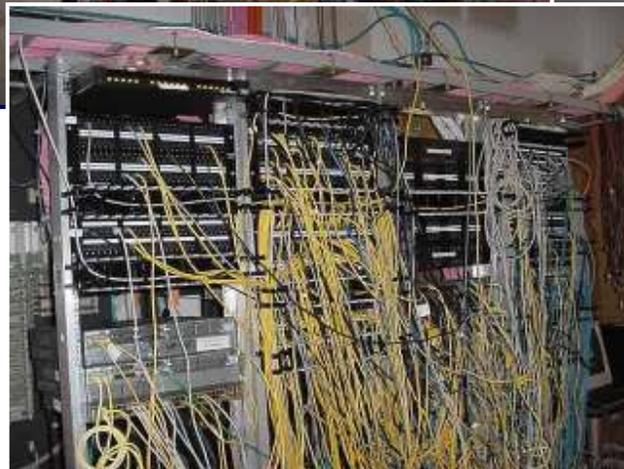
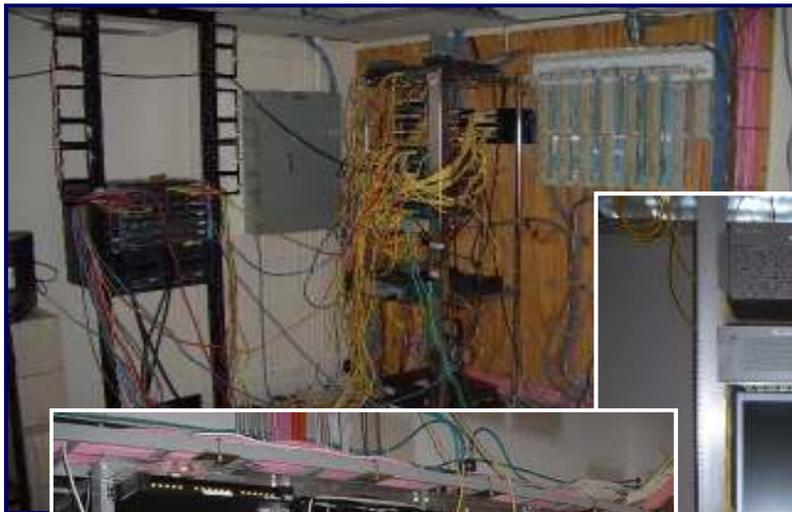
Agenda

- **Understand GETS Transformation charges**
- **Understand how GETS Transformation charges are calculated on my GETS invoice**

WHY TRANSFORM?

Why Transform?

To reduce the State's risk by increasing IT maturity while containing costs



Why Transform?

Security – Vendors are making improvements in the state’s technology infrastructure from a security and service improvement perspective

- A video of the North Atlanta Data center is available. Please contact your CRM if you have an interest in viewing. For security reasons the video cannot be posted on the internet.



- On the GTA website - <http://gta.georgia.gov/multimedia> - there are videos posted about the GETS Consolidated Service Desk and the State Print Shop.

Why Transform?

Safety – Service Providers will implement sufficient redundancy for business continuity and disaster recovery purposes



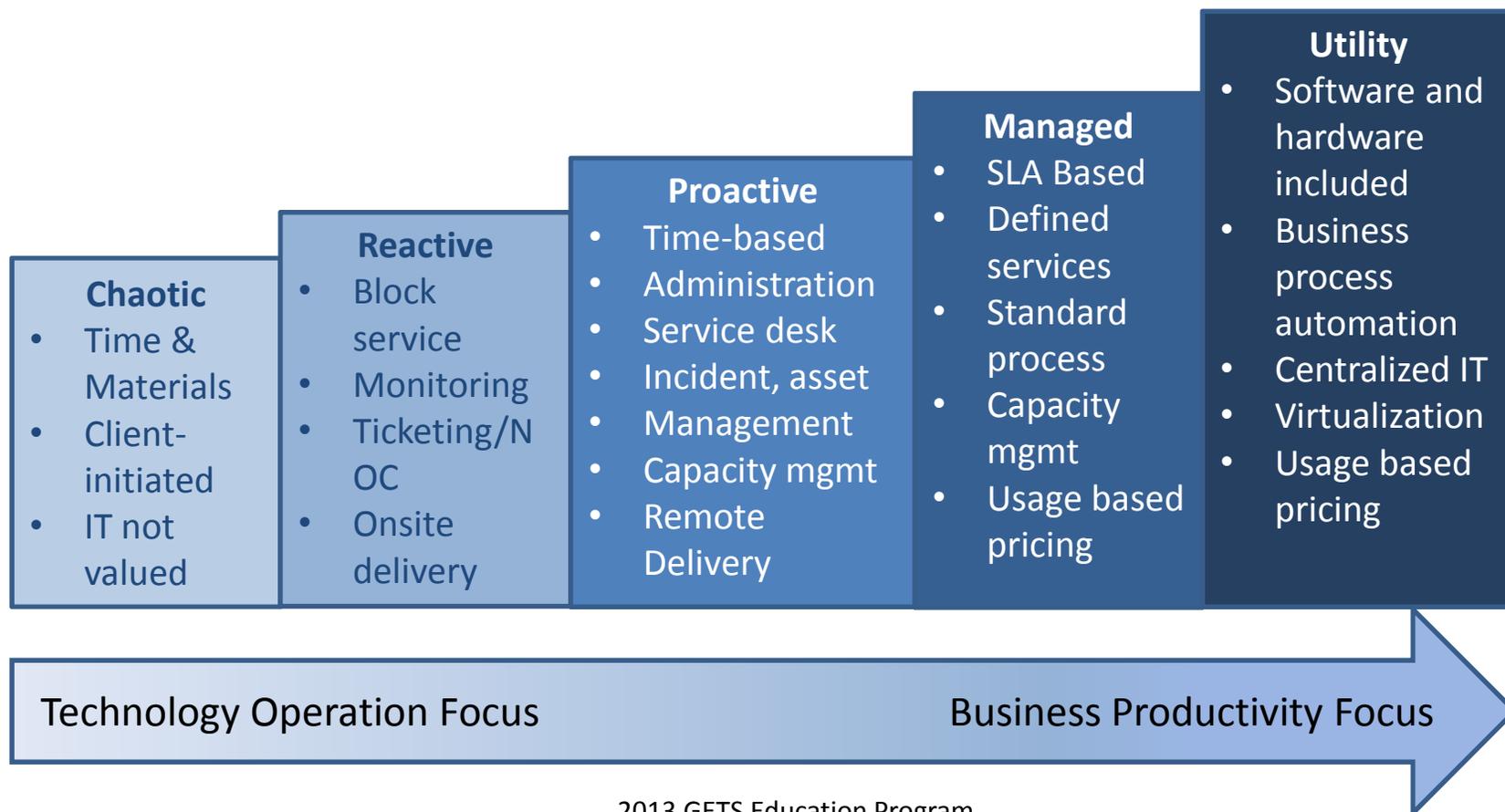
Why Transform?

Systems – Service Providers are upgrading the infrastructure that supports existing services and transformed services



Why Transform?

Sustainability – Service Providers are moving the management of services to a higher maturity level



Why Transform?

- **Importance and Benefits**

- Reduce Risk to the Business

- Tier IV Data Center

- All components are fully fault-tolerant including uplinks, storage, chillers, HVAC systems, servers etc...

- Everything is dual-powered

- 7x24 Monitoring and Support

- Physical & Logical Security

- Disaster Recovery for Critical Applications

- Technology Renewal

- Increased Accountability & Fiscal Responsibility

- Operational Efficiencies and Common Productivity Tool Sets

...Makes IT a Strategic Asset that supports the Business

Transformation – Hindsight is 20/20

- **Georgia Infrastructure Transformation Project (GAIT) demonstrated the state's commitment to invest in IT**
 - OPB exempted (fenced off) GETS spend in budget reduction targets for agencies in FY 2009 – FY 2012
 - GETS End User Computing Refresh program for Desktops, Laptops, and Tablet hardware is underway to keep current
 - Phone systems refresh program in progress

TAKEAWAY:

With GETS, the State of Georgia made the necessary investments in technology to bring our IT environment to a supportable and sustainable level

UNDERSTANDING TRANSFORMATION

What is Transformation?

- **Scope of Transformation**

- Server Consolidation & Storage Consolidation
 - Tier IV Data Center
 - Robust backup and archive solution
- Active Directory, File and Print Services, and Email
 - Administration of State of Georgia (SOG) network as a whole
 - Enterprise Exchange environment provides a SOG address book and common calendaring platform
- Desktop and Server Security
 - Computer security is kept up to date
 - Computer operating systems are kept in support
- Voice and Data Networks
 - PBX, Centrex, and Key Systems refreshed

What is Transformation?

- **Importance and Benefits of Enterprise Transformation**
 - Aligns with State of Georgia/GTA Long-term Enterprise Strategy
 - Leverages the state's purchasing power to reduce the Information Technology total cost of ownership (TCO)
 - Provides standardized new technology
 - Standardizes IT Tools and Data Center Environment
 - Provides Hardware currency and new virtualization technology
 - Provides for reduced security risks and enhanced business continuity

UNDERSTANDING GETS TRANSFORMATION CHARGES

What Makes Up Transformation Costs?

- **Investments by Vendors to enhance services through transformation activities throughout the term of the contract**
 - Milestone-based
 - IBM and AT&T charges tied to the respective vendor contracts
 - GTA Customers are charged for transformation charges through Transformation Resource Unit
- **Includes fees for:**
 - Centralized management tools
 - Data center migration and consolidation activities
 - Wall to wall inventory
 - Knowledge transfer

Why is Transformation Billed to Agencies?

- **At the time of the outsourcing, the SOG did not have the funds to invest in the state's infrastructure**
- **Our service provider partners made significant investments into the SOG infrastructure**
- **As an authority, GTA was able to amortize the pay back of the service provider partners' investments over the life of the outsourcing contracts**
- **GTA bills all agencies for Transformation to maximize state funds by taking advantage of federal grant matches and other fund sources**



Timing of Transformation Charges

- **Transformation Charges have been amortized through the life of the Vendor Contracts**
 - An agency will receive Transformation Charges before and after their specific Transformation activities are complete
 - In the event the SOG requires future investments recovery will be handled in a similar fashion

Resource Unit Charges Driven by Transformation Activity

- **Application Server - Hardware Service Charge**
 - New Servers added to the North Atlanta Data Center as part of Server Consolidation result in monthly hardware charge
 - This charge is billed to agencies according to the number of operating system instances they have on a given server
- **Tier 2 and Tier 3 Storage Area Network Charges**
 - As remote sites are transformed, storage that was once on local servers now will be managed by IBM
 - Tier 2 is the main storage locally
 - Tier 3 is the replicated storage in the North Atlanta Data Center
- **Backup and Recovery Services – New Resource Unit**
- **Charges for Services outside of GETS**
 - Licensing Fees, Application Remediation and Upgrades, etc...

UNDERSTANDING HOW GETS TRANSFORMATION CHARGES ARE CALCULATED FOR THE GETS INVOICE

Billing of Transformation –

- **Transformation Costs are billed on each GTA GETS invoice**
- **GTA invoices Transformation Costs on an allocated basis**
 - This allocation is allowable methodology per OMB A87
 - The allocation is spread to agencies according to their forecasted percentage of GETS spend by tower
 - The Transformation Costs are allocated to the customers benefitting from the infrastructure improvements made to the enterprise
 - This allocation is spread by Vendor in order to keep MNS customers from incurring INF Transformation Costs
- **Transformation Costs are made up of common costs and tower specific costs**

Billing for Transformation

Here is an example of the Transformation Cost calculation by service tower for an agency:

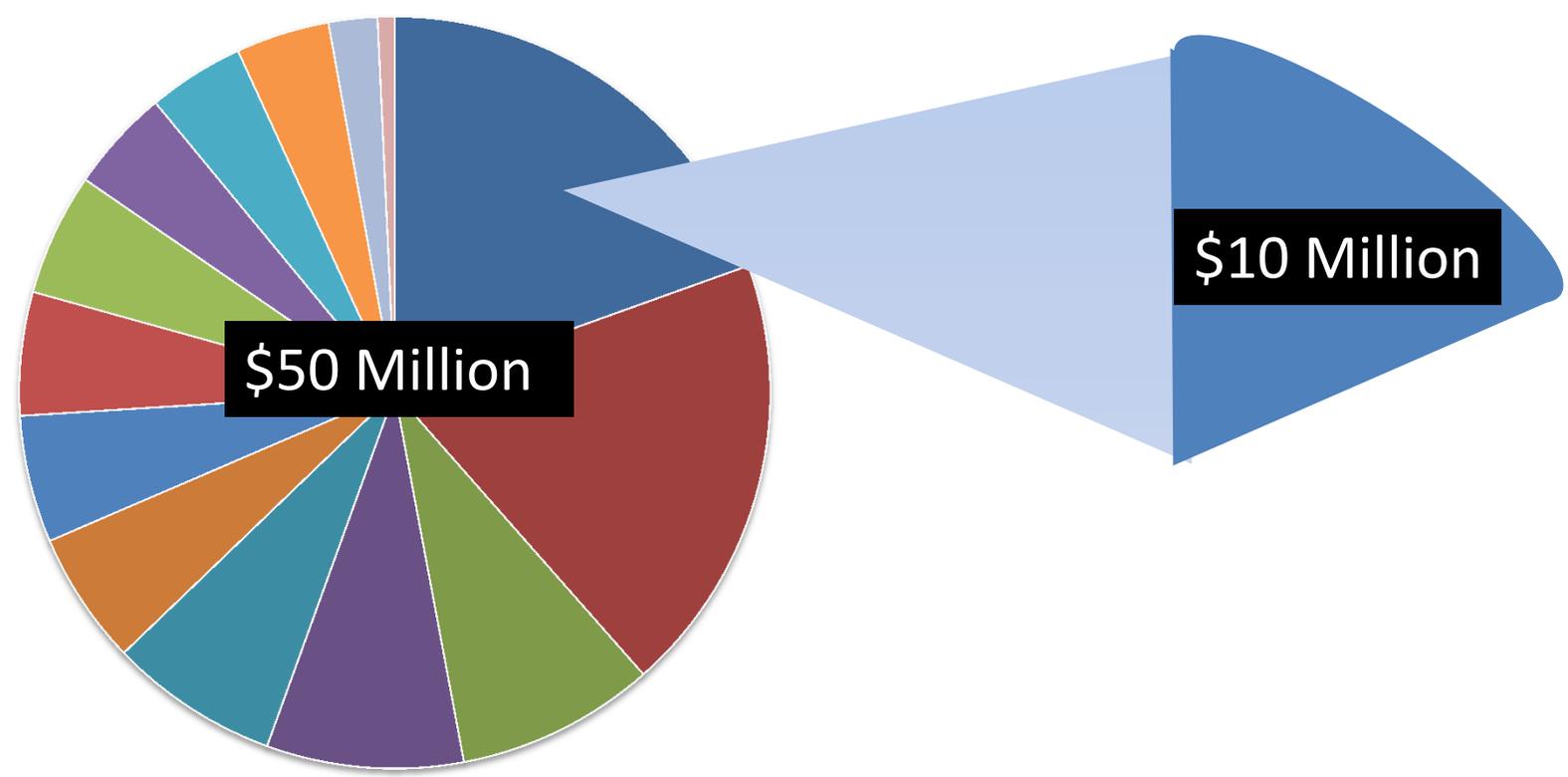
$$\frac{\text{Agency's Forecasted GETS Cost}}{\text{Total Forecasted GETS Cost}} \times \text{Annual Transformation Cost}$$

Transformation Calculation Example

First, determine the total GTA cost of all agencies for a Tower ...

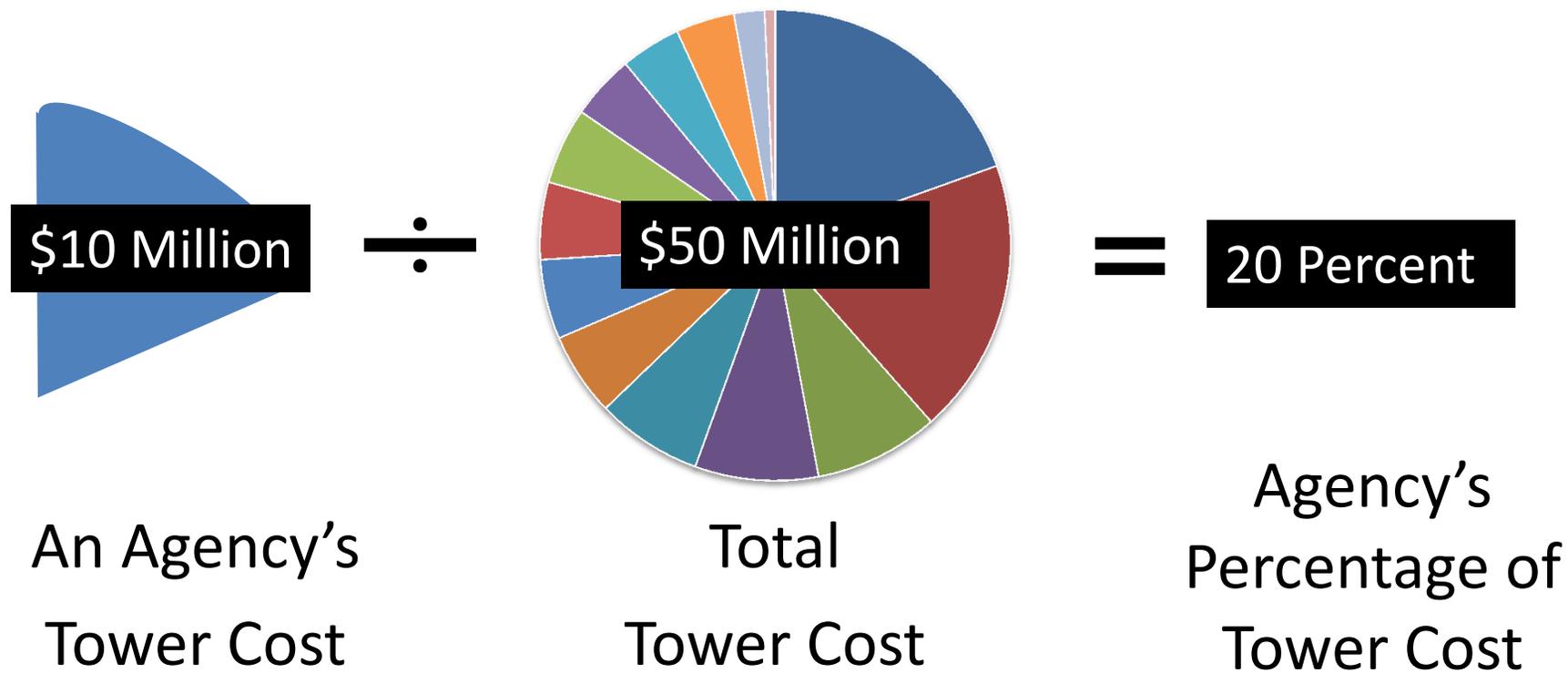
A Tower Costs by Agency

An Agency's Tower Cost



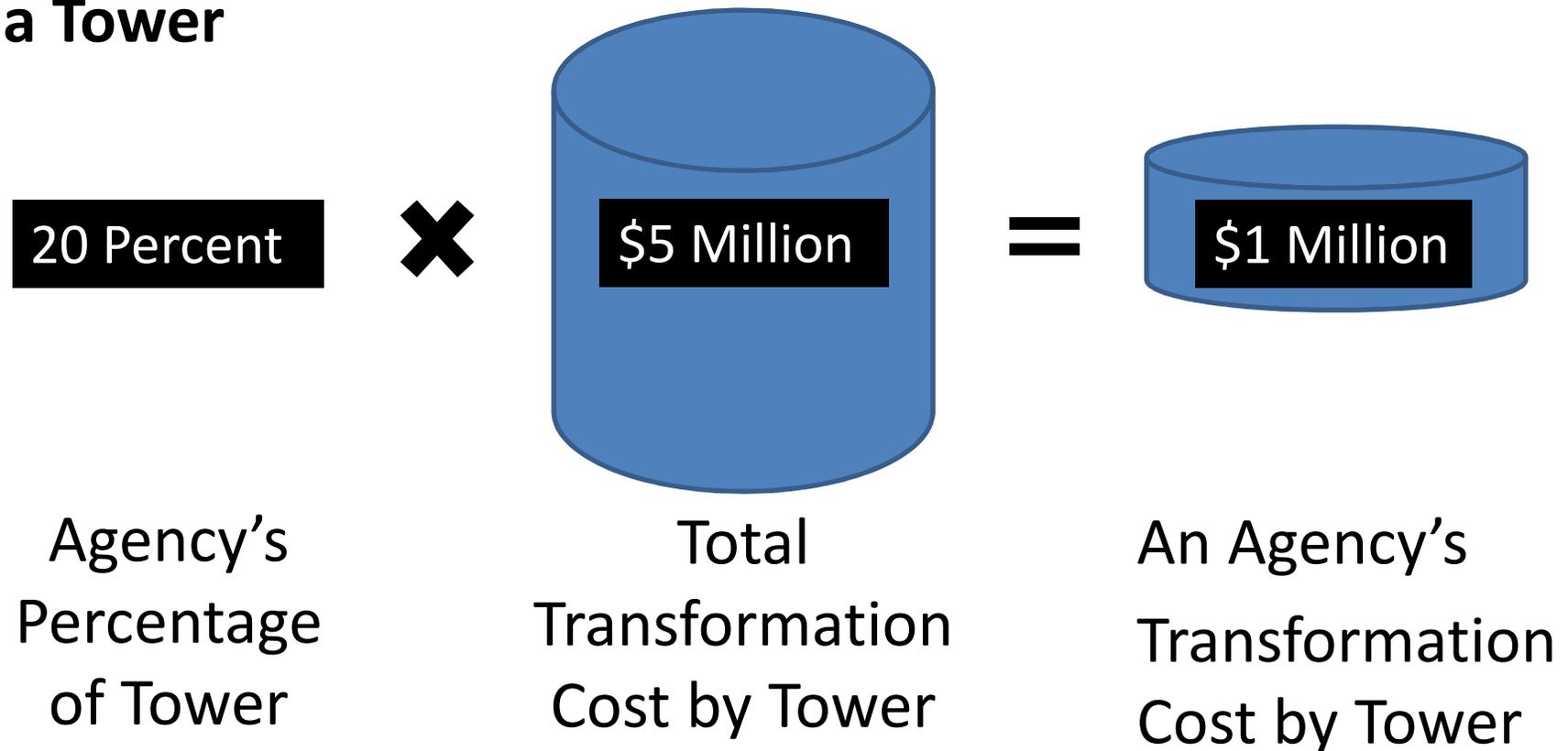
Transformation Calculation Example

Then, divide an Agency's Tower Cost by the Total Cost of all agencies in the Tower to figure out the Agency's percentage of the Tower...



Transformation Calculation Example

Last, multiply the agency's percentage of the Tower cost with the total Transformation Costs for a Tower



Summary

- **Transformation Costs are the initial investments IBM and AT&T made in the State's infrastructure to improve it to a safe and supportable level**
- **Transformation Charges on the GTA invoice...**
 - leverage GTA's ability as an authority to amortize the Transformation Costs
 - maximize State Funds by taking advantage of federal grant matches and other fund sources
- **Transformation charges are allocated through a federally approved method to agencies based on the amount of GETS services consumed by tower**

Steve McGinnis

April 25, 2013

GETS Education Program

HOW TO WORK WITH GTA

How to Work with GTA

Agenda

- **The Partnership**
- **GETS Within GTA**
- **The Engagement Model – People / Roles**
- **Relevant Transactions – Processes / Tools**
- **Summary**

THE PARTNERSHIP

GTA helps OPB...

...develop budget recommendations for the state.



GTA helps DBHDD...

...create a sustainable, self-sufficient and resilient life in the community.



GTA helps DCH...

...provide Georgians with access to affordable, quality health care.



GTA helps DHS...

...promote self-sufficiency and independence, and protect Georgia's vulnerable children and adults.



GTA helps SAO...

...provide statewide financial reporting, accounting, payroll, human capital information systems and shared services.



GTA helps DDS...

...be customer-focused and results-driven, while ensuring public trust and safeguarding service integrity.



GTA helps GDC...

...create a safer Georgia through effective offender management and opportunities for positive change.



Our Mission

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

GTA helps state agencies achieve their missions

GTA helps DJJ...

...support youth in their communities to become productive and law-abiding citizens.



GTA helps GBI...

...maintain law and order, and protect life and property.



GTA helps DNR...

...sustain, enhance, protect and conserve Georgia's natural, historic and cultural resources.



GTA helps DPH...

...prevent disease, injury and disability; promote health and well being; and prepare for and respond to disasters.



GTA helps DOR...

...administer Georgia's tax laws fairly and efficiently to promote public confidence and compliance.

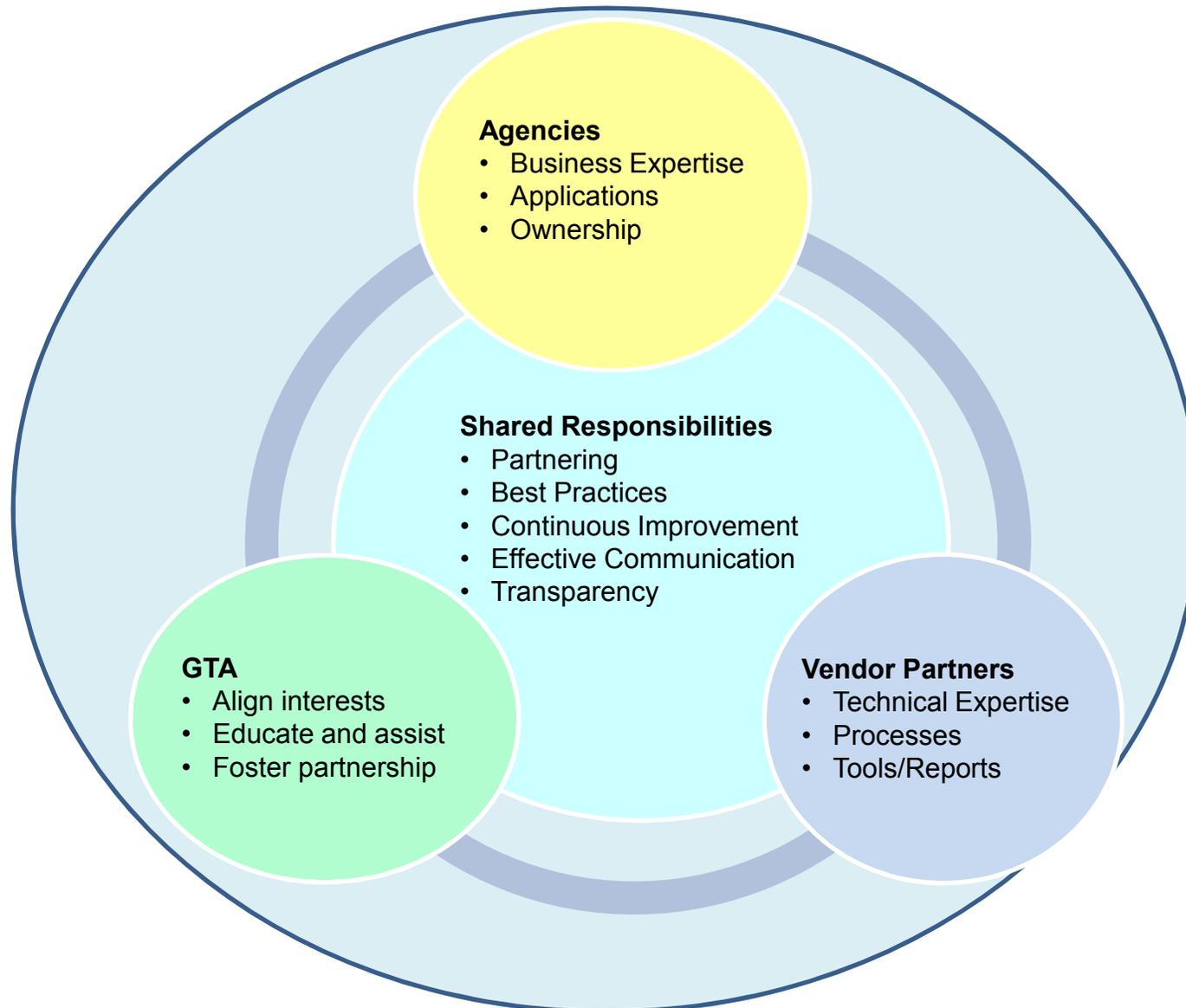


GTA helps DOAS...

...assist their customers through leadership, guidance and reliable business services.



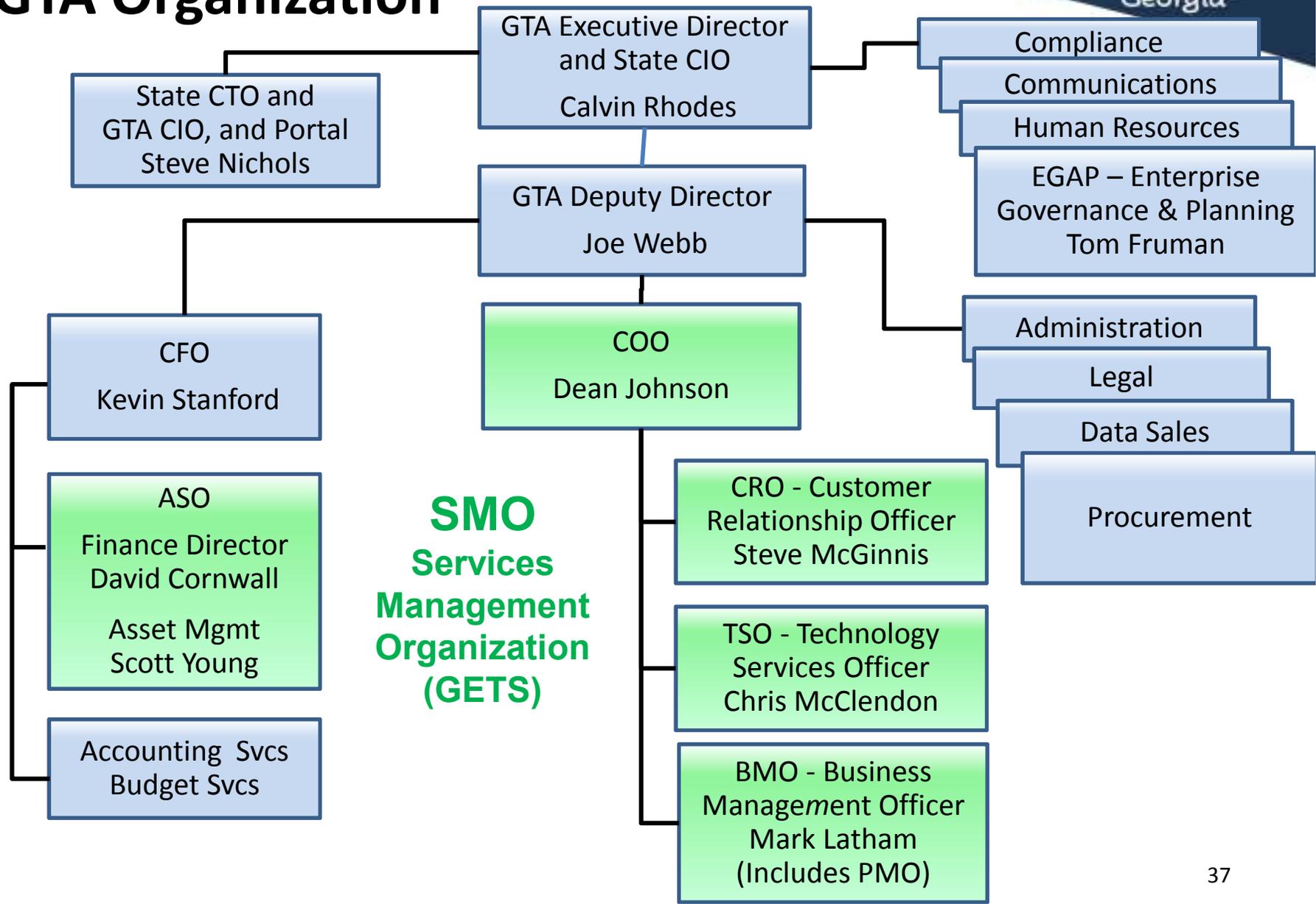
The Partnership



GETS WITHIN GTA

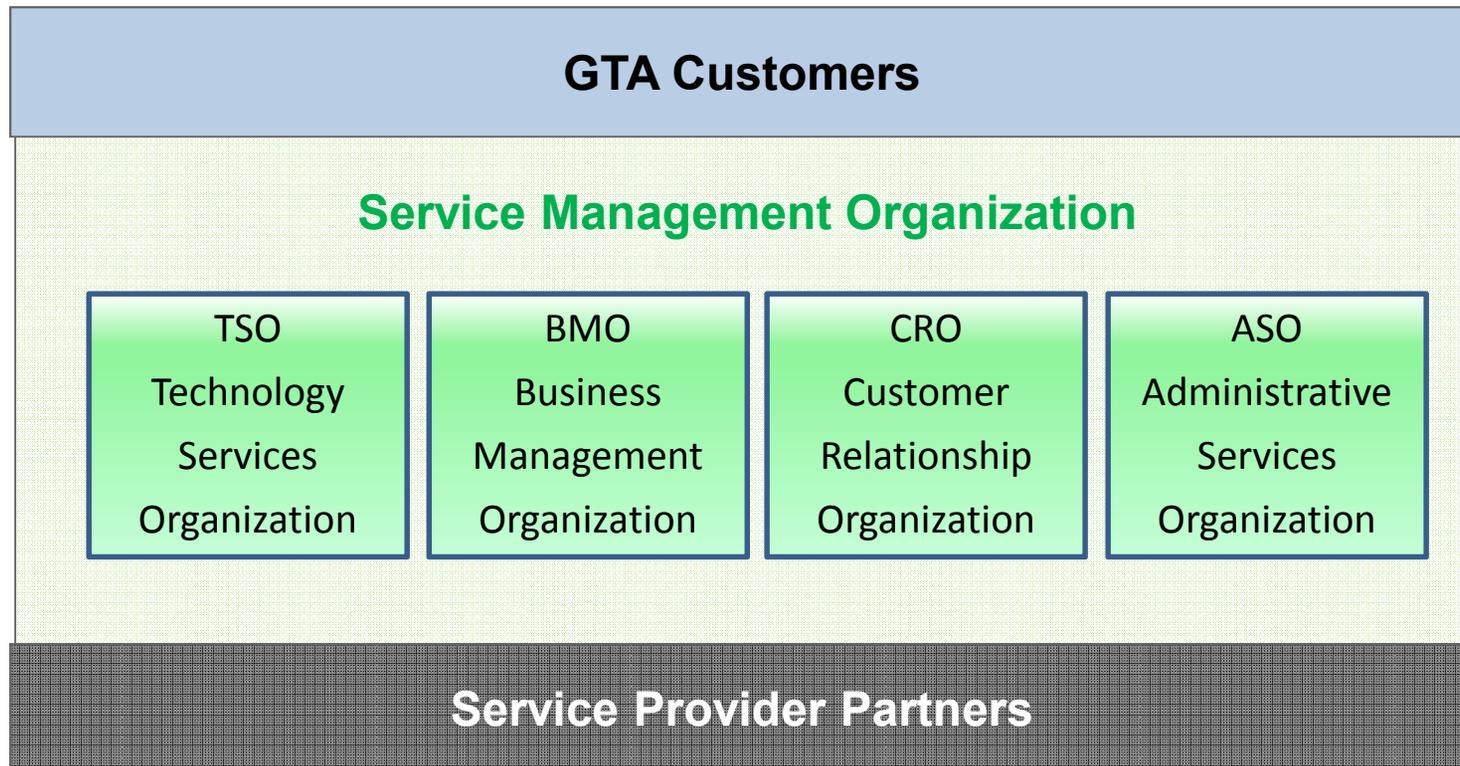


GTA Organization



SMO
Services
Management
Organization
(GETS)

GTA's Service Management Organization

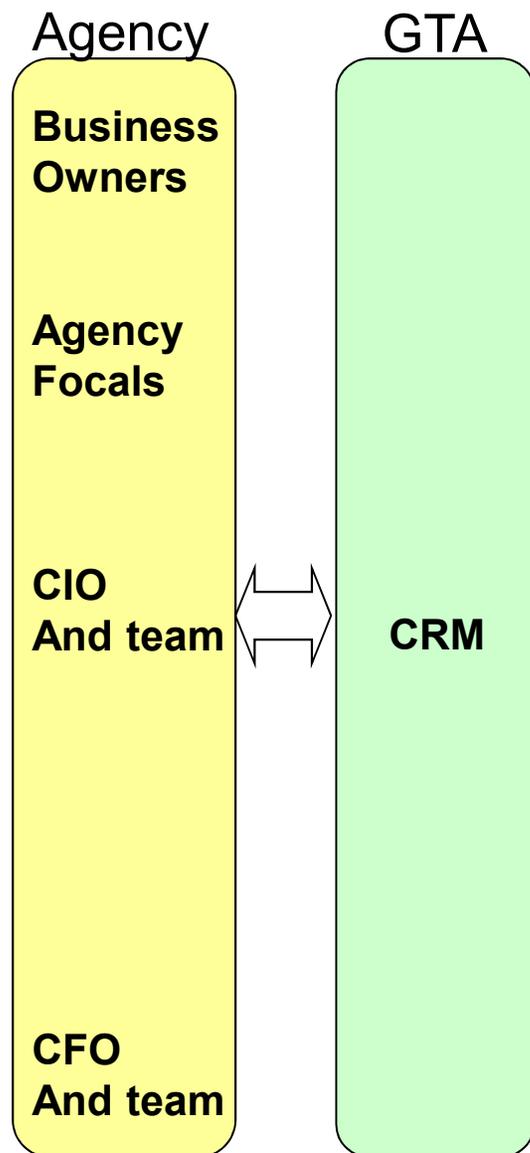


The SMO organizational structure enables proper management, governance, oversight, and process improvement

SMO Roles and Organizations

- **Customer Relationship Managers (CRM) / CRO**
 - Your Primary Interface between your agency and GTA and our vendor partners
 - Focal point, advocate, coordinator, advisor
 - Broker of additional resources
- **Project Managers (PM) / PMO**
 - PM's assigned to all Transformation projects (SCON, Email, Novell, etc...)
 - PM's assigned to key Enterprise projects (Win7, EUC Refresh, Asset Management, etc...)
 - Project Portfolio Manager oversees agency RFS project portfolio
- **Tower Consultants (TC) / TSO**
 - Technical Subject Matter Expert (SME)
 - Specific towers, i.e. EUC, Server, Mainframe, Voice, WAN, etc...
 - Liaison to Vendor Partner technical resources
- **Finance Analyst / ASO under CFO**
 - Financial Subject Matter Expert
 - Billing, Disputes, Forecasting
 - Interfaces with vendor finance SMEs
- **Vendor Partner resources involved as needed**

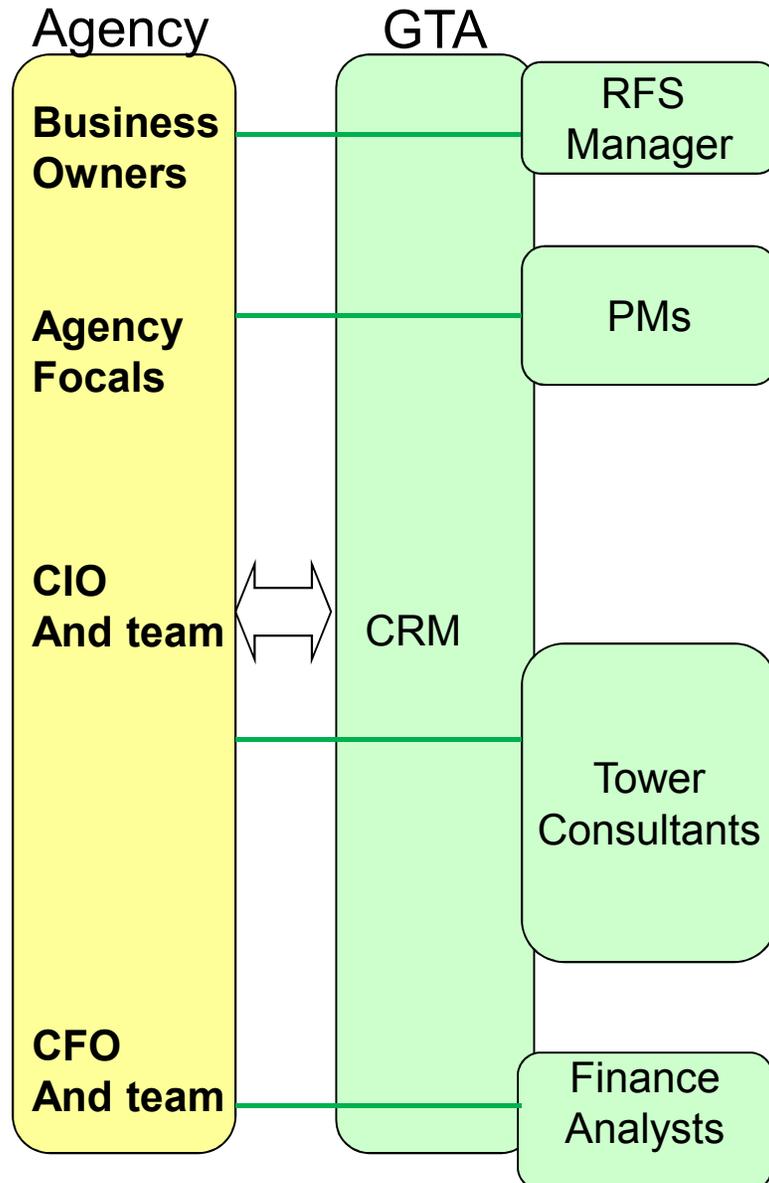
Engagement Model



Your primary interface is your CRM

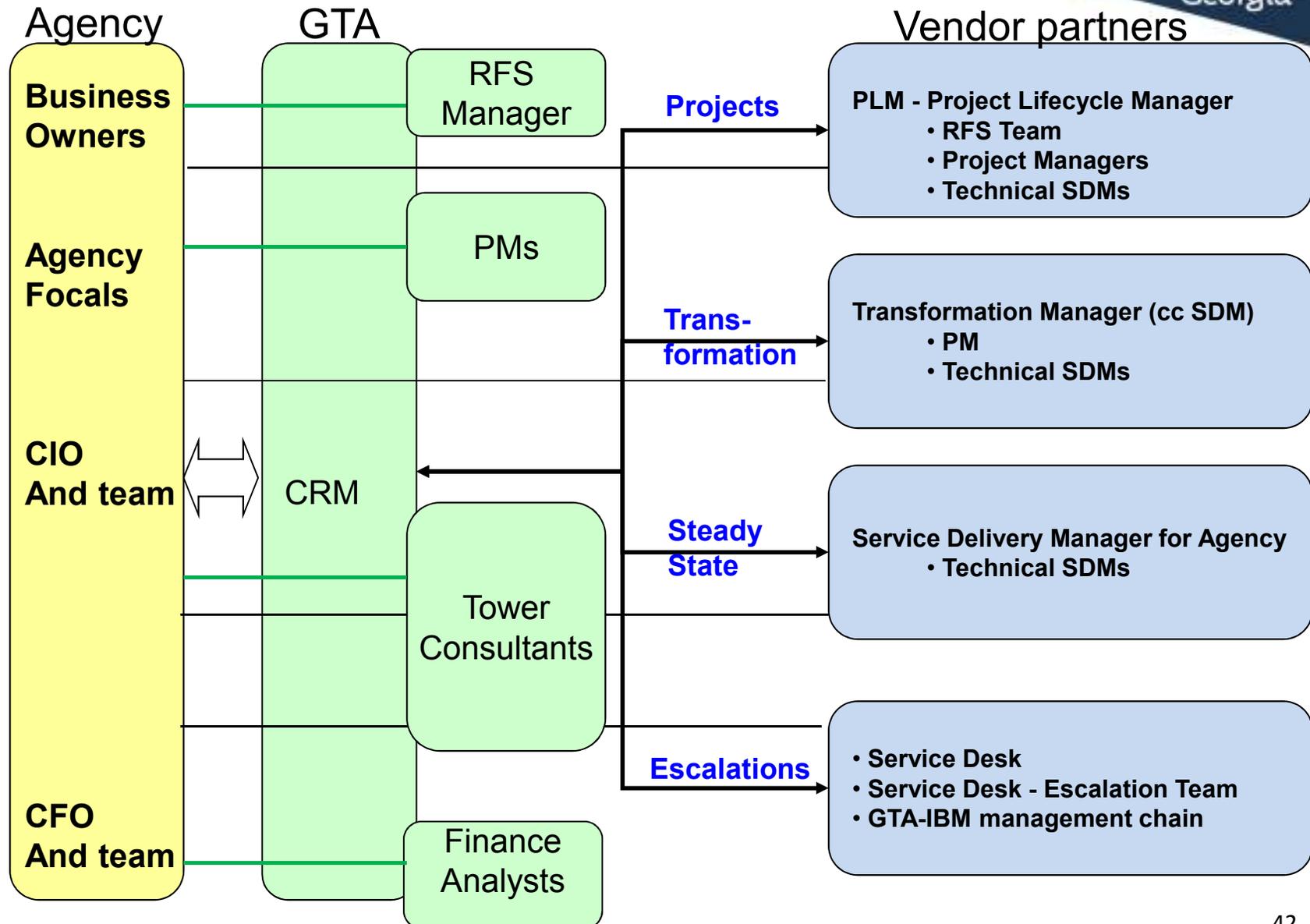
They can find the additional resources you may need

Engagement Model



- There are several GTA resources that you may interface with directly
- These GTA contacts may involve other resources from our vendor partners and open up a direct channel of communication with them for you
- Please cc your CRM on any correspondence

Engagement Model



CRM Assignments

Agency	Customer Relationship Manager
DBHDD	Kimmy Lundberg
DCH	Phyllis Lloyd
DDS	Tina Crum
DHS	Michele Sailers and JD Grant
DJJ	Tina Crum
DNR	Robbie Head
DOAS	David Brannen

Agency	Customer Relationship Manager
DOR	David Brannen
DPH	Phyllis Lloyd
GBI	Kent Replogle
GDC	Jana Wall
GTA	Robbie Head
OPB	Kent Replogle
SAO	Tina Crum

CRM leads GTA involvement on many Agency initiated transactions

- Early planning and ideas for solutions
- Establishing new infrastructure systems – projects
- Ongoing Issue and Project Management – Weekly Meetings
- Incident Escalation – Recovery Management
- **Billing questions, consumption trends review (VCT)**
- **Ordering and discontinuing services to manage consumption**

We can't help much with:

- Applications – Search, Evaluation, Selection, Implementation
- Establish Agency IT Budgets and Funding

RELEVANT TOOLS & TRANSACTIONS

Relevant Tools – to manage consumption

- **Billing and consumption management**
 - **GSMRT: Billing Details Reporting**
 - **VCT: Volume and Charges Trend reporting**

- **Order Now (ON)**
 - **Service Catalog**
 - **Start / Stop / Change Services**
 - **Start RFS**

- **Service Desk – get help, report problems**

- **Maximo**
 - **Asset Inventory**
 - **Incident Management**



Common Transactions for Consumption Management

Provider	Service	OrderNow Tool	Transactions NC=No Charge	Savings - Comments
AT&T	Voice Landline	IMAC	NC: Suspend	No Savings - Easy to reverse with same # or if multi-sets found on line
AT&T	Voice Landline	IMAC	NC: Disconnect	Saves per set charges (voicemail separate)
AT&T	Voice Downgrade	IMAC	NC: Go to Basic	Lowers per set charges
IBM	EUC Desktop/Laptop if Legacy	IMAC or RFS	Fee if part of RFS	Saves support charge (secure disposal)
IBM	EUC Desktop/Laptop if Refreshed	IMAC or RFS	\$X – Discontinue \$X – Removal \$Y fee if remote	Saves support charge (keep PC) Saves HW and support charges (return PC)
IBM	Email Accts – Outlook or GroupWise	IMAC	NC – Disable	No Savings - Easy to reverse, no loss of data
IBM	Email Accts – Outlook or GroupWise	IMAC	NC – Delete	Saves email account charges
IBM	Offload Disk to Tape	RFS	Multiple	Saves storage charges, adds tape charges
IBM	Data Retention Tapes	IMAC or RFS	Decommission	Saves tape charges, often complex considerations
IBM	Server Decommission	RFS	Multiple	Saves multiple charges, often complex considerations

Summary

Utilize your CRM as a member of your team to:

- Discuss options for business and IT improvements
- Engage additional GTA and vendor resources
- Escalate incidents or problems
- Help drive project progress
- Help with issue resolution - management bridge access
- Help with
 - Consumption management
 - Billing issues

Preview of What's Ahead

- **Next Education Topic: End User Computing/Service Desk**
- **Learning objectives:**
 - Better understanding your GETS services
 - Knowing the charges (Resource Unit) for your GETS services
 - Knowing how to leverage processes and tools to better manage your service usage

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Close

- **Please complete your Learning Objectives Evaluation**
- **Next GETS Education Session – May 23, 2013**
 - End User Computing/Service Desk

GLOSSARY

Glossary

- **App Server HSC** – Application Server Hardware Service Charge
- **ASO – Administrative Services Organization** under the GTA Finance Director, David Cornwall, handles billing and reporting.
- **BMO – Business Management Organization** led by Mark Latham includes GETS vendor contract management, brand management, and product management as well as the GTA PMO organization.
- **Commencement** – when IBM and AT&T took over support of the GETS IT environment in April and May 2009 respectively
- **Contract** – The outsourcing service contracts GTA has with IBM and AT&T
- **COO – Chief Operating Officer**, Dean Johnson, leads SMO which includes CRO, TSO, BMO, and ASO.
- **CRD – Customer Relationship Director** – manages in the CRO organization Manager, primary liaison between GTA and the agency.

Glossary

- **CRM – Customer Relationship Manager**, primary liaison between GTA and the agency.
- **CRO – Customer Relationship Officer**, Customer Relationship Organization. Steve McGinnis, leads the CRO (organization), which includes 2 CRDs, and several CRMs.
- **CTO – Chief Technology Officer**, Steve Nichols, reports to the State CIO, Calvin Rhodes. The CTO leads in selecting the standards for technologies to be used statewide.
- **EGAP – Enterprise Governance and Planning** organization led by Tom Fruman.
- **Enterprise** – the State of Georgia agencies, colleges, and local municipalities consuming GTA services
- **EUC – End User Computing** is a Tower area which includes desktops, laptops, Windows, and Microsoft Office.

Glossary

- **GETS – Georgia Enterprise Technology Services** refers to the overall program to provide “privatized” Infrastructure and Managed Network services to agencies from IBM and AT&T, managed by GTA.
- **GSMRT (Global Systems Management Reporting Technology)** – is a web-tool provided by IBM to allow GTA and the Agencies to view billing details in various ways.
- **IMAC – Install, Move, Add, Change** request submitted in OrderNow.
- **Incident** – An incident is a problem or an outage that is reported via the Service Desk.
- **INF** – Infrastructure refers to the Computing Infrastructure services provided by IBM and Dell.
- **MNS** – Managed Network Services refers to the set of services provided by AT&T including voice ports, PBXs, Centrex, LAN ports, LAN /WAN networking and other related services
- **NADC** – North Atlanta Tier IV Data Center

Glossary

- **OMB A87** – This Circular establishes principles and standards for determining costs for Federal awards carried out through grants, cost reimbursement contracts, and other agreements with State and local governments and federally recognized Indian tribal governments (governmental units)
- **ON** – OrderNow is the primary tool for ordering new service and changing or stopping existing service. **PLM** – Project Lifecycle Manager refers to the IBMer assigned to your agency to assist you in all aspects of planning and executing your portfolio of RFS projects
- **PM** – Project Manager - refers to the person managing a particular project or aspect of a project. There are GTA PMs, Vendor Partner PMs and Agency PMs assigned to lead a particular area of transformation. For complex RFS projects there are usually both a Vendor Partner PM and an Agency PM assigned to the project.

Glossary

- **PMO** – GTA Project Management Organization or IBM Program Management Office. In GTA the PMO, led by Erica Keller, is part of the BMO and is the organization that oversees primarily Transformation projects and some large RFS projects. The IBM PMO refers to the organization led by Mike Ross which provides leadership to all RFS projects and is missioned to drive overall project process improvement.
- **Recovery Management** – When a problem or an outage is reported via the Service Desk it is entered into Maximo and addressed by the Recovery Management process led by IBM and involving any other resources (GTA, Agency, AT&T, Dell) as necessary to resolve the problem.
- **RFS – Request For Solution** – if a new service is not already in the Service Catalog under an RU, it can be requested via and RFS entered into OrderNow. Much more info about the RFS process can be found in the RFS Handbook

Glossary - continued

- **RU (Resource Unit)** – the unit of measure for a billable service. Most RUs are listed in the Service Catalog and orderable via OrderNow. The GETS invoice shows the quantity of usage of each RU in use by the agency.
- **SAN** – Storage Area Network
- **Service Catalog** – List of services (RUs) orderable from OrderNow
- **Service Desk** – The Consolidated Service Desk is the one place to call to ask usage questions or to report problems with any GETS services. The number to call is 1-877-482-3233 to open a “ticket” or Incident. If the problem cannot be solved while you are on the phone with the agent, your “ticket” will be routed to someone who can help further.
- **Service Provider** – Georgia Technology Authority
- **Service Provider Partners** – Any of the Vendors with which we have a formal GETS agreement. In general this includes AT&T, IBM, and DELL as a subcontractor to IBM.

Glossary

- **SCON** – Server Consolidation
- **SDM** – Service Delivery Manager
- **SME** – Subject Matter Expert
- **SMO** – Services Management Organization, led by the GTA COO is responsible for the managing the relationships with all our vendor partners and all our agency customers. The SMO includes four primary organizations: CRO, TSO, BMO, and ASO
- **SOG** – State of Georgia
- **Tier IV** – a data center rating with the highest level of expected availability of 99.995% uptime
- **Tower** – refers to a particular area of technology with a grouping of related services (Resource Units) based on IT services provided (i.e., Voice, End User Computing, etc...)

Glossary

- **Tower Consultant (TC)** – refers to the GTA person in the TSO organization with expertise in a particular Tower area of technology. The TC gets involved with the CRMs, agency personnel, and especially with their counterparts in the Vendor Partner organization to drive toward continuous improvement in the services in their Tower area.
- **TSO** – Technology Services Organization, is led by Chris McClendon and includes Tower Consultants (TCs) for each Tower area
- **VCT** – Volume and Charges Trend report is an interactive PowerPoint tool which provides a graphical, drillable view of consumption by month for the most recent 13 months. It is intended to provide agencies a way to quickly notice abnormalities in usage so they can investigate further and take action if necessary.
- **Vendor Partners (Vendors)** – Any of the Vendors with which we have a formal GETS agreement. In general this includes AT&T, IBM, and DELL as a subcontractor to IBM.
- **Volume** – Quantity of Service