

# 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<br>Budget       | FY15<br>Variance     | FY15<br>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.**

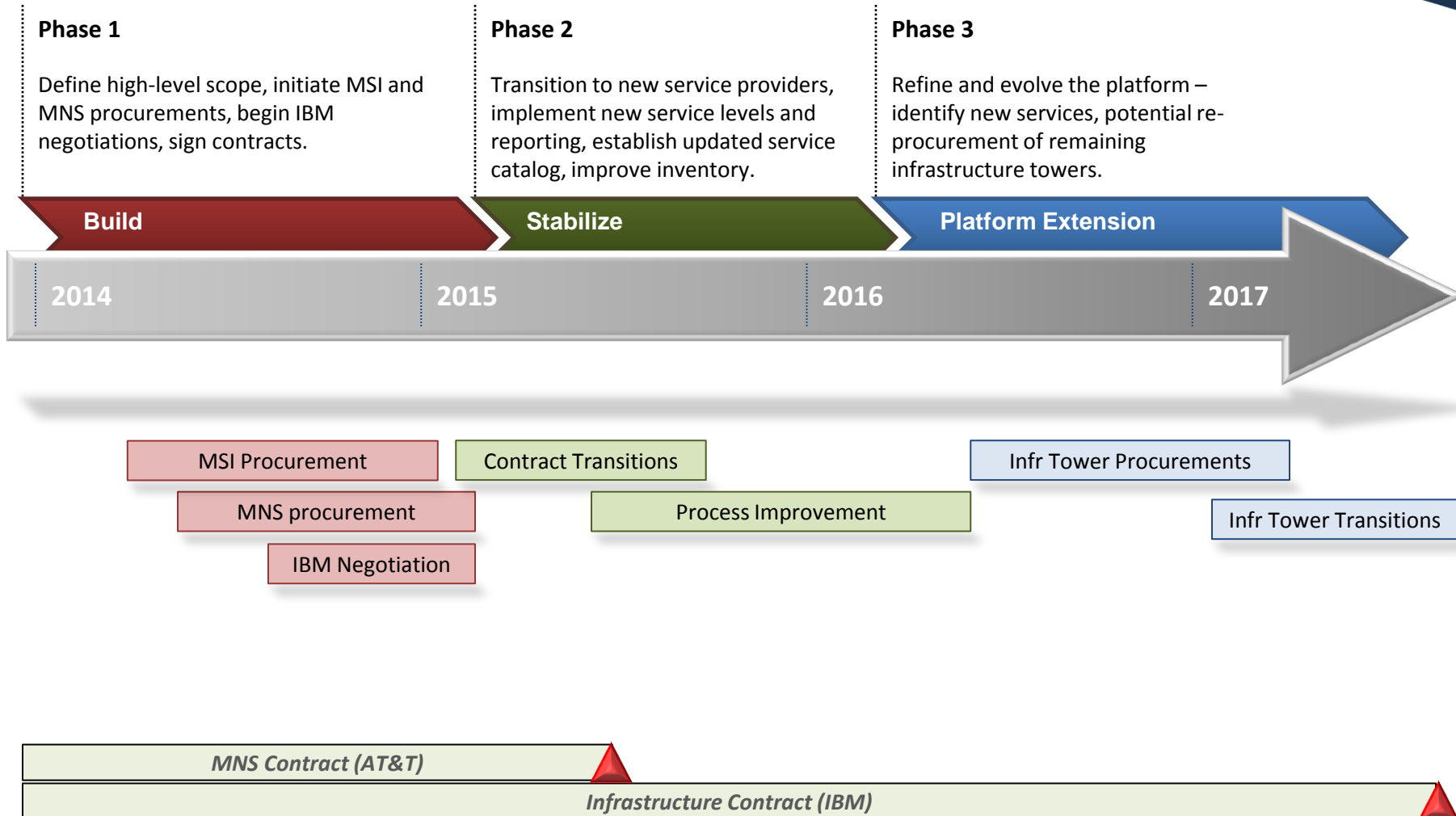
# Risk Management

- 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.

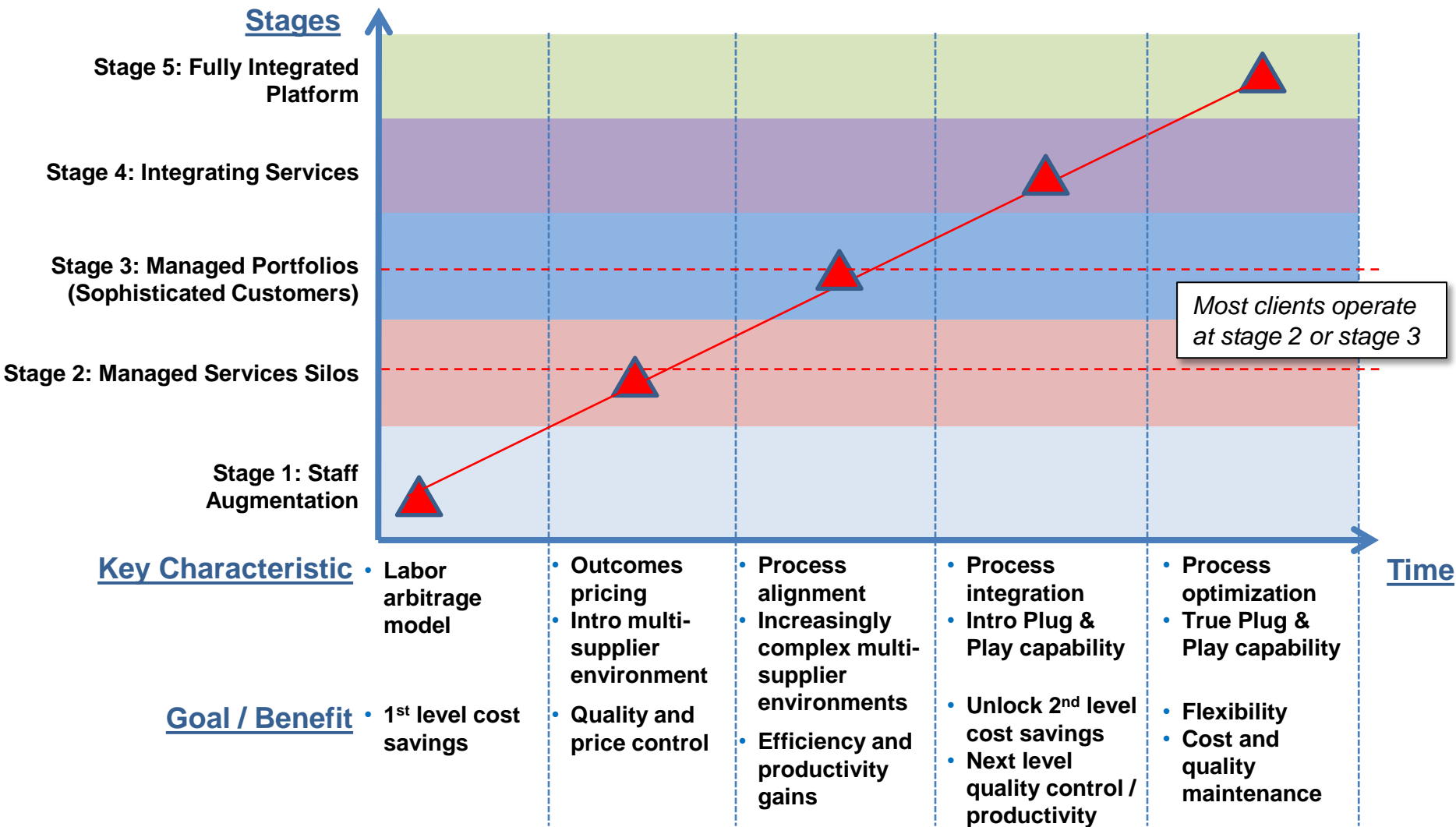
# Services Integration Initiative

- **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<br><i>(Current IBM Service Tower)</i> |
| Financial Management for IT Services | Service Catalog Management      | Release and Deployment Management                     | Incident Management                                |
| Service Portfolio Management         | Service Level Management        | Project Management<br>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

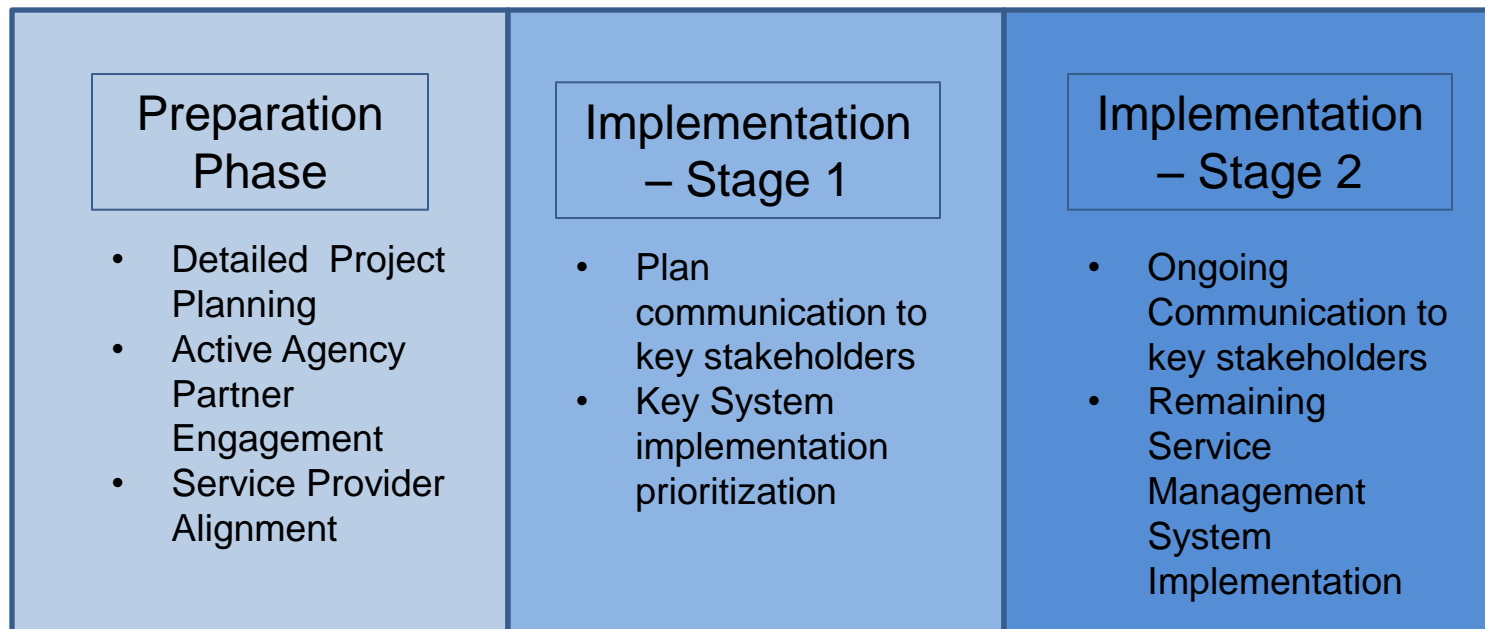
| Vendor                        | Abbr. |
|-------------------------------|-------|
| AT&T                          | ATT   |
| Audio Visual Innovations Inc. | AVI   |
| BT Conferencing               | BTC   |
| Carousel Industries           | CAR   |
| Dimension Data Inc.           | DDI   |
| Warren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

### 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

