

GTA Board of Directors

March 6, 2014

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**
- **Swearing in of New Board Members**
- **Meeting Called to Order**
- **Executive Director's Report:**
 - **Financial Update**
 - **Enterprise Governance and Planning**
 - Data Lifecycle Management Policy
 - Critical Infrastructure Protection
 - **IT Transformation and Performance Update**
 - IBM Update
 - GTA's Strategy
- **Closing and Adjournment**

Executive Director's Report

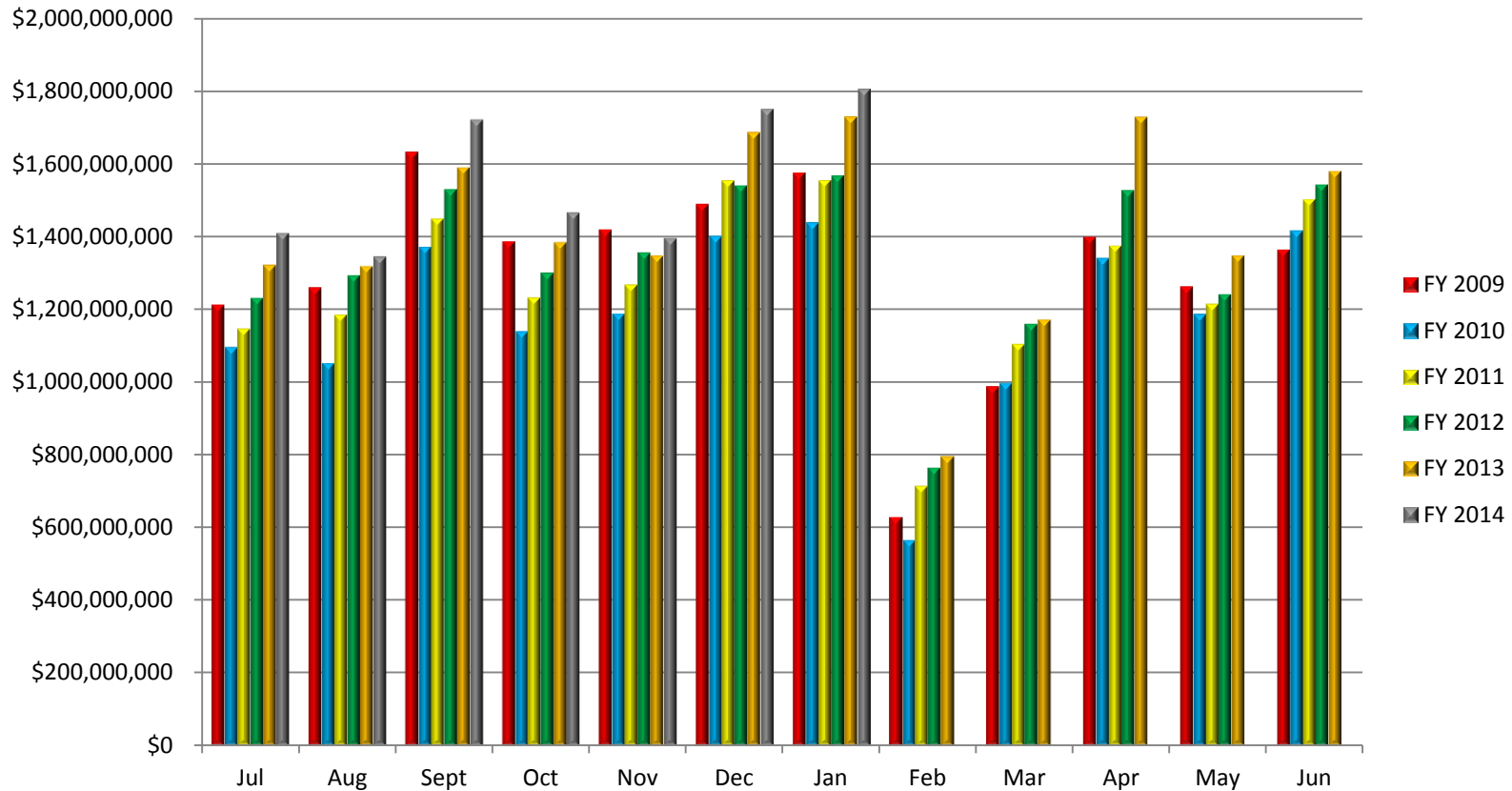
- **Opening Comments**
- **Financial Update**
- **Enterprise Governance and Planning**
 - Data Lifecycle Management Policy
 - Critical Infrastructure Protection
- **IT Transformation and Performance Update**
 - IBM Update
 - GTA's Strategy

Financial Update

Joe Webb

GTA Deputy Executive Director

State Revenues: FY 2009 to FY 2014



Revenues were 5% higher through January than the prior fiscal year

GTA Financial Performance – FY2014

	Budget	Variance	Projection
REVENUES:			
State Appropriated Funds	\$0	\$0	\$0
GTA Administrative Fees	\$15,206,962	\$144,636	\$15,351,598
GETS Revenues	\$202,533,497	(\$3,352,550)	\$199,180,947
Data and Retained Services Revenues	\$43,828,620	(\$9,949)	\$43,818,671
TOTAL REVENUES:	\$261,569,079	(\$3,217,863)	\$258,351,216
EXPENSES:			
Personnel	\$24,568,088	(\$669,907)	\$23,898,181
GTA Operations	\$28,578,120	\$19,310	\$28,597,430
GETS Contract	\$202,533,497	(\$3,352,550)	\$199,180,947
TOTAL EXPENSES:	\$255,679,705	(\$4,003,147)	\$251,676,558
Budget Basis Surplus/ (Deficit)	\$5,889,374	\$785,284	\$6,674,658
Non-Budgeted Transfers	\$0	\$0	\$0
Net Income/(Loss)	\$5,889,374	\$785,284	\$6,674,658
Authorized Positions	181		181

Financial Summary

- **State revenues continue to improve – 5% higher through January**
- **Data Sales revenues in line with FY 2014 forecast - \$33.01M**
- **Continued success in improving invoice collections**
 - FY14 YTD Average Accounts Receivable Turnover: 51 days
- **GTA operating reserve balance**
 - Projected FY14 ending reserve balance of: \$28.15m
- **FY04 – FY09 federal liability under preliminary DCA Review**
 - Preliminary discussions regarding federal payback calculations scheduled for review during February

Enterprise Governance and Planning

Tom Fruman
Director

Enterprise Data Lifecycle Management

Data Lifecycle Management Policy

Implemented as follows:

- DLM shall be aligned to industry best practices
- GTA shall publish appropriate standards...and issue guidelines to illustrate their use
- DLM shall encompass:
 - data creation
 - data usage
 - data sharing
 - data update
 - data archiving
 - data storage
 - data disposal

Critical Infrastructure Protection

Critical Infrastructure Protection

- An estimated 90% of Georgia's critical infrastructure is operated by the private sector
- GA Office of Homeland Security sponsors the state's Fusion Center focused on critical infrastructure protection
- GTA provides cyber intelligence services
- Intelligence provided to critical infrastructure through the Homeland Security Information Network
- Intelligence also shared with federal, state, and local law enforcement as well as agencies

IT Transformation and Performance Update

IBM Infrastructure Transformation Program Update

Beverly Saskowski

IBM VP and Senior Project Executive

IBM Infrastructure Transformation Program

Dec 2013 Board Meeting

- **Program Status**
 - 124 Individual Projects
 - 82 Projects Completed
 - 39 Projects In Progress
 - 3 Projects Not Yet Started
- **Enhanced Governance Continues**
 - Business Council Meetings ongoing for all Agencies
- **Server Build Dedicated transformation resources expanded by 23 staff.**
- **Commitment to 2014 completion remains.**

March 2014 Board Meeting

- **Program Status**
 - 124 Individual Projects
 - 88 Projects Completed
 - 33 Projects In Progress
 - 3 Projects Not Yet Started
- **Emphasis on Server Build in the Recovery Plan did not achieve milestones projected, which was to have 585 servers completed by 1/31/14.**
- **New 2014 “Revised Recovery Plan” is being introduced to address remediation.**
- **Commitment to 2014 completion remains.**

2014 Transformation

SCON Server Build Activity - Detail

The Server Build project received emphasis following the December Board meeting. Even with additional staffing, the team was not able to achieve the published goal of 585. This was based in part on problems encountered with middleware, user access, and agency not ready.

Progress:

- As of 1/20: 363 servers released from Operational Readiness, with 169 turned over to the agencies
- As of 1/31: 397 servers released from Operational Readiness, with 262 servers turned over to the agencies
- As of 2/25: 398 servers released from Operational Readiness and 326 turned over to the agencies.

Program Redirect:

- Approval for 85 DHS servers was late - received on 1/23
- Agreement on 60 DOR servers - remains pending
- IBM executing on 11 agencies concurrently making slow/no progress depending on agency
- Given these delays and the desire to focus on closing “UAT” agencies, part of the build team was redirected to go live activities.

2014 Transformation Program Closure Approach

Based on December and January's progress for various agencies, GTA asked IBM to articulate what could be completed for the transformation program in 2014

- A two-phase program to maximize Server Consolidation progress was proposed
 - **Phase I Strategy**: (DBHDD, DNR, GBI and DCH) Complete the 4 agencies which are in or about to enter Application Install/Remediation/UAT phase.
 - **Phase II Strategy**: Ramp up/onboard additional resources and complete remaining server builds in 1H 2014. Concentrate on the remaining seven agencies in 2H 2014.
- File Services, E-Mail Migration, Public Key Infrastructure, and IP Print will all complete in 2014.
- We believe this approach is the best path to closing a significant portion of the Server Consolidation program during 2014 as well as all other transformation programs.



2014 Transformation Program Closure Approach

GTA granted conditional approval to the IBM recommended approach on Jan 31st

- IBM immediately began movement on this approach.
- Communication to the agencies sent week of Feb 24th.
- IBM working through a set of deliverables based on requirements from GTA and proposals by IBM intended to measure progress of the revised approach.

2014 Transformation Program Closure Approach

Additional Program Governance Improvements

- New Delivery Vice President joined the team in January. His Mission; To ensure the success of this transformation program (and the program over all) and to integrate cross team efforts.
- New Transformation Leadership put in place
 - Transformation Project Executive (onboard)
 - Transformation PMO Project Executive (onboard)
 - Plan Management Czar (onboard)
 - Dedicated Agency Server Consolidation PMs (partially on board)



2014 Transformation Program Closure Approach

Additional Program Governance Improvements

- War Room Issues Management approach adopted
 - Executive visibility and quick turn on critical issues
 - Strategic decisions made quickly
 - Linkage with GTA and key partners (AT&T, Dell)
- Tighter control on project date / scope changes
- More “feet on the street” for leadership positions and move events.

IBM Transformation – Feb 2014

3 Projects Not Started

Transformation Services

	AD Migration	e-Mail Migration	PKI Migration	Malware Server	Desktop AntiVirus	Laptop Encryption	Novell AD / Email	App Server Consolidation (SCON)	File Services Consolidation	Print Services Migration
DBHDD	N/A	N/A	12/27/11 - 03/27/14	C 08/07/2013	C 08/07/2013	07/25/14 - 10/22/14	07/03/13 - 10/17/14	03/27/12 - 12/26/13	07/08/13 - 10/25/13	C 09/14/2012
DCH	C 01/01/2013	C 07/23/2013	C 09/11/2013	C 10/14/2013	C 10/14/2013	N/A	N/A	02/20/12 - 09/17/13	07/15/13 - 10/18/13	C 11/13/2013
DPH	N/A	N/A	08/15/11 - 04/17/14	C 08/07/2013	C 08/07/2013	07/10/14 - 09/03/14	07/31/12 - 08/14/14	04/02/12 - 02/05/14	07/08/13 - 10/18/13	C 08/06/2012
DDS	C 04/29/2011	C 03/30/2012	C 05/08/2012	C 09/07/2011	C 08/22/2011	C 11/06/2012	N/A	C 09/03/2010	08/05/13 - 11/15/13	C 01/23/14
DHS	N/A	N/A	02/09/12 - 03/06/14	C 10/14/2013	C 10/14/2013	02/07/14 - 12/31/14	07/31/12 - 09/29/14	05/07/12 - 07/18/14	01/07/13 - 11/01/13	C 11/13/2013
DJJ	C 04/29/2011	C 09/30/2011	C 04/25/2012	C 03/01/2012	C 12/31/2011	C 06/13/2011	N/A	C 08/27/2010	C - Pending 04/09/12 - 05/10/13	C 12/04/2013
DNR	N/A	N/A	C 06/21/2013	C 11/13/2012	C 08/17/2012	N/A	C - Pending 01/27/12 - 07/31/13	08/06/12 - 04/21/14	C - Pending 04/09/12 - 05/29/13	C 05/24/2012
DOAS	C 04/30/2013	C 05/21/2013	C 06/21/2013	C 06/07/2012	C 06/01/2012	C 05/10/2013	N/A	11/05/12 - 05/01/14	08/05/13 - 11/15/13	C 12/20/2013
DOR	C 06/04/2012	C 07/27/2012	C 04/13/2012	C 01/17/2012	C 08/01/2011	C 11/30/2012	N/A	02/04/13 - 09/12/14	08/12/13 - 11/22/13	C 11/21/2013
GBI	C 09/24/2012	C 10/05/2012	C 07/03/2013	C 01/31/2013	C 10/30/2012	C N/A	N/A	01/06/12 - 07/24/13	07/22/13 - 11/15/13	C 02/05/2014
GDC	N/A	N/A	C 02/20/2014	C 11/26/2012	C 09/18/2012	08/22/11 - 11/11/13	07/31/12 - 09/26/13	09/03/12 - 06/05/14	04/23/12 - 10/08/13	C 12/20/2013
GOV	C 05/29/2012	C 05/31/2012	C 06/28/2012	C 08/12/2011	C 07/27/2012	C N/A	N/A	C 12/31/2010	N/A	N/A
GTA (incl. OST, GAA)	C 04/19/2013	C 05/10/2013	C 07/02/2013	C 02/27/2012	C 01/04/2012	C 05/15/2013	N/A	12/03/12 - 06/20/14	C - Pending 07/02/12 - 05/20/13	C 12/17/2012
OPB	C 09/06/2010	C 04/28/2011	C 04/18/2012	C 07/08/2011	C 07/08/2011	C 03/15/2012	N/A	C 09/10/2010	C 03/01/2013	C 02/20/2014
SAO	C 04/30/2013	C 06/25/2013	N/A	C 12/16/2011	C 12/16/2011	11/07/11 - 08/30/13	N/A	In Progress	08/23/13 - 10/17/13	C 11/13/2013
TOTAL COMPLETE	10	10	11	15	15	8	0	4	1	14

88 Projects Completed

33 Projects in Progress

Complete
Not Started
In Progress

Key

PCR's approved to add SAO to the SCON project & to remove e-mail from the DHS Novell project

Key Transformation Metrics

as of 02/21/14

Transformation Project	Unit of Measure	Last Report 11/15/13	Last Report 11/15/13	Current Number of Migrations Completed	Target Number of Migrations	Percentage of Target Completed	Delta 11/15/13 – 02/21/14
Active Directory	Users	10,633	30.7%	11,619	34,682	33.5%	2.8%
eMail (All Exchange to Exchange Migrations Complete)	Users	12,136	29.4%	18,865	31,565**	59.8%**	30.4%**
Blackberry Enterprise Servers (BES)	Users	945	29.6%	1,049	2,532**	41.4%**	11.8%**
End User Computing Data Encryption	End users	2,740	49.9%	2,778	5,483	50.7%	0.8%
End User Computing Anti-virus	End users	26,400	107.9%	26,400	24,465	107.9%	N/A
Malware*	Servers	1,300	74.7%	1,300	1,740	74.7%	N/A
Server Consolidation	Servers migrated	141	13.5%	141	1,048	13.5%	0%

* Malware program is 100% complete though the metric shows 74.7% complete, the initial target migration number was higher than what the actuals required. 1,300 migrations was the final count.

**Approved PCR to remove DHS from email and BlackBerry transformation

Key Transformation Metrics

as of 02/21/14

Transformation Project	Unit of Measure	Last Report 11/15/13	Last Report 11/15/13	Current Number of Migrations Completed	Target Number of Migrations	Percentage of Target Completed	Delta 11/15/13 – 02/21/14
Server Consolidation – Transformed in Place	Servers transformed in place	29	54.7%	45	51*	88%	33.3%
File Servers -Site Surveys Complete	Sites	483	100.6%	509**	480	106.0%	5.4%
- Servers Built & Configured	Servers	216	45.0%	383	480	79.8%	34.6%
-Servers Shipped & Installed	Servers	214	44.6%	336	480	70.0%	25.4%
-Servers Deployed into Production	Servers	156	32.5%	193	480	40.2%	7.7%
Print Services - Direct IP Print	Assets migrated	12,200	80.9%	14,999	15,072	99.5%	18.6%

•Currently known servers to be “transformed in place, Six (6) put on hold per agency. Two (2) removed - baseline was 53

**Baseline increased from 482 to 509 due to office moves

Application Server Consolidation (SCON)

Completed vs. Planned Deployments by Quarter

as of 11/15/13 – for December GTA Board Meeting

SCON Completed Metrics		
Agency	Current Server View	Percent of Total
DJJ	21	
DDS	23	
OPB	16	
GOV	1	
DOR (Transformed in Place)	29	
DOR	74	
GBI	6	
Migrated to Date	170	21.4%

SCON Planned Metrics			2014/Q1	2014/Q2	2014/Q3	2014/Q4
Agency	Servers					
GBI - Inflight	47	% of Total	5.9%			
DCH - Inflight	39	% of Total	4.9%			
DBHDD - Inflight	38	% of Total	6.1%			
DPH - Inflight	81	% of Total		10.2%		
DHS - Inflight	200	% of Total		5.7%	6.9%	12.6%
DNR - Inflight	22	% of Total		2.8%		
GDC - Inflight	41	% of Total		5.2%		
DOAS	60	% of Total			7.6%	
GTA	36	% of Total			4.5%	
DOR	60	% of Total			7.6%	
Migrations Remaining	624	78.6%	16.9%	23.8%	26.6%	12.6%

Application Server Consolidation (SCON) Completed vs. Planned Deployments by Quarter

as of 02/25/14 – For March GTA Board Meeting

Phase I Work

SCON Completed Metrics		
Agency	Current Server View	Percent of Total
DJJ	21	
DDS	23	
OPB	16	
GOV	1	
DOR (Transformed in Place)	29	
DOR	74	
GBI	6	
Migrated to Date	170	21.4%

SCON Planned Metrics			2014/Q1	2014/Q2	2014/Q3	2014/Q4
Agency	Servers					
GBI - Inflight	47	% of Total		5.9%		
DCH - Inflight	18	% of Total		2.3%		
DBHDD - Inflight	38	% of Total			6.1%	
DPH	81	% of Total				
DHS	200	% of Total				
DNR – Inflight	22	% of Total			2.8%	
GDC	41	% of Total				
DOAS	60	% of Total				
GTA	36	% of Total				
DOR	60	% of Total				
Migrations Remaining		78.6%	0.0%	8.2%	8.9%	0.0%

Application Server Consolidation (SCON) Completed vs. Planned Deployments by Quarter

as of 02/25/14 – For March GTA Board Meeting

SCON Completed Metrics		
Agency	Current Server View	Percent of Total
DJJ	21	
DDS	23	
OPB	16	
GOV	1	
DOR (Transformed in Place)	29	
DOR	74	
GBI	6	
Migrated to Date	170	21.4%

Phase II Work

SCON Planned Metrics			2014/Q2	2014/Q3	2014/Q4	2015/Q1
Agency	Servers					
GBI - Inflight	47	% of Total				
DCH - Inflight	18	% of Total				
DBHDD - Inflight	38	% of Total				
DPH	81	% of Total				
DHS	200	% of Total				
DNR – Inflight	22	% of Total				
GDC	41	% of Total				
DOAS	60	% of Total				
GTA	36	% of Total				
DOR	60	% of Total				

61.5%

Thank You

We appreciate your business

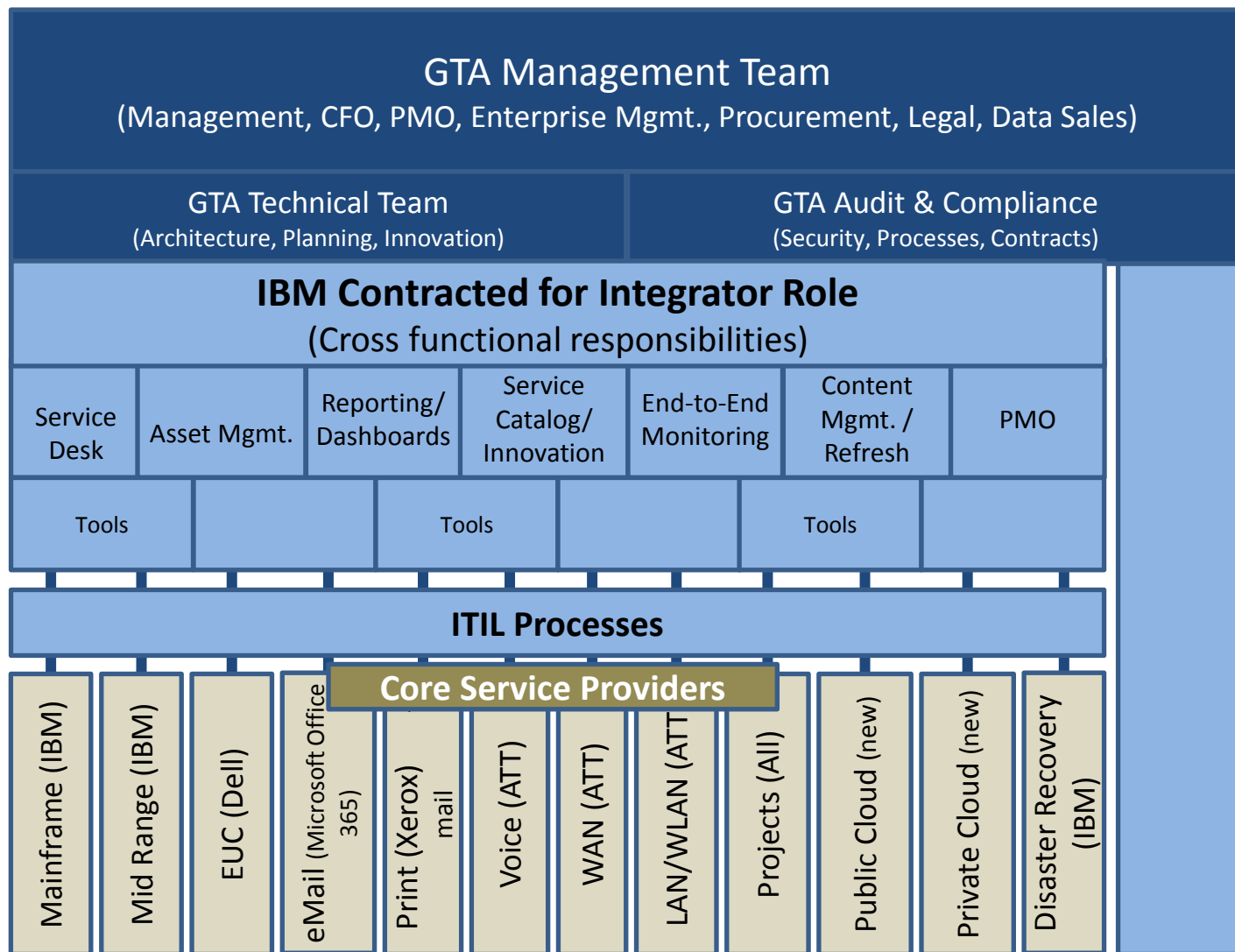


COMPUTING-TABULATING-RECORDING CO.



GTA's Operating Model Strategy Discussion

Today's Operating Model

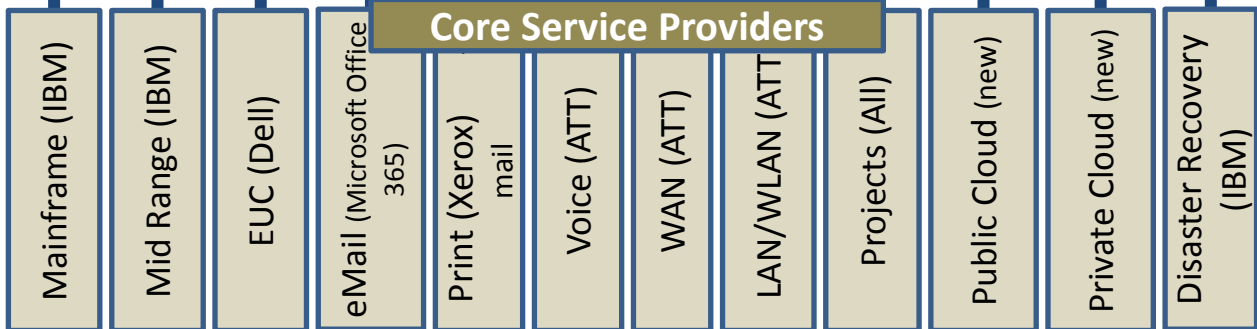


Draft Target Operating Model

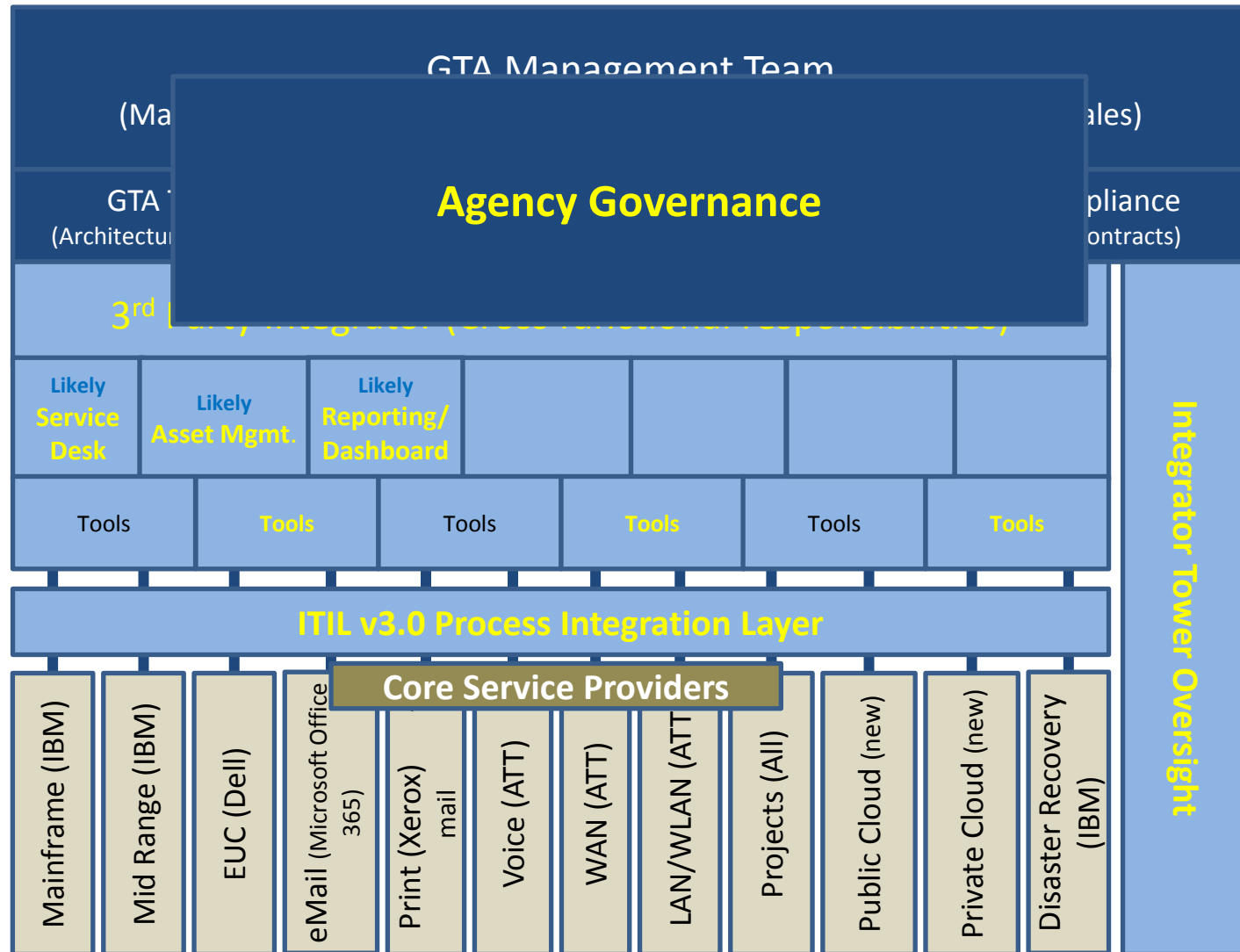
3rd Party Integrator (Cross functional responsibilities)

ITIL v3.0 Process Integration Layer

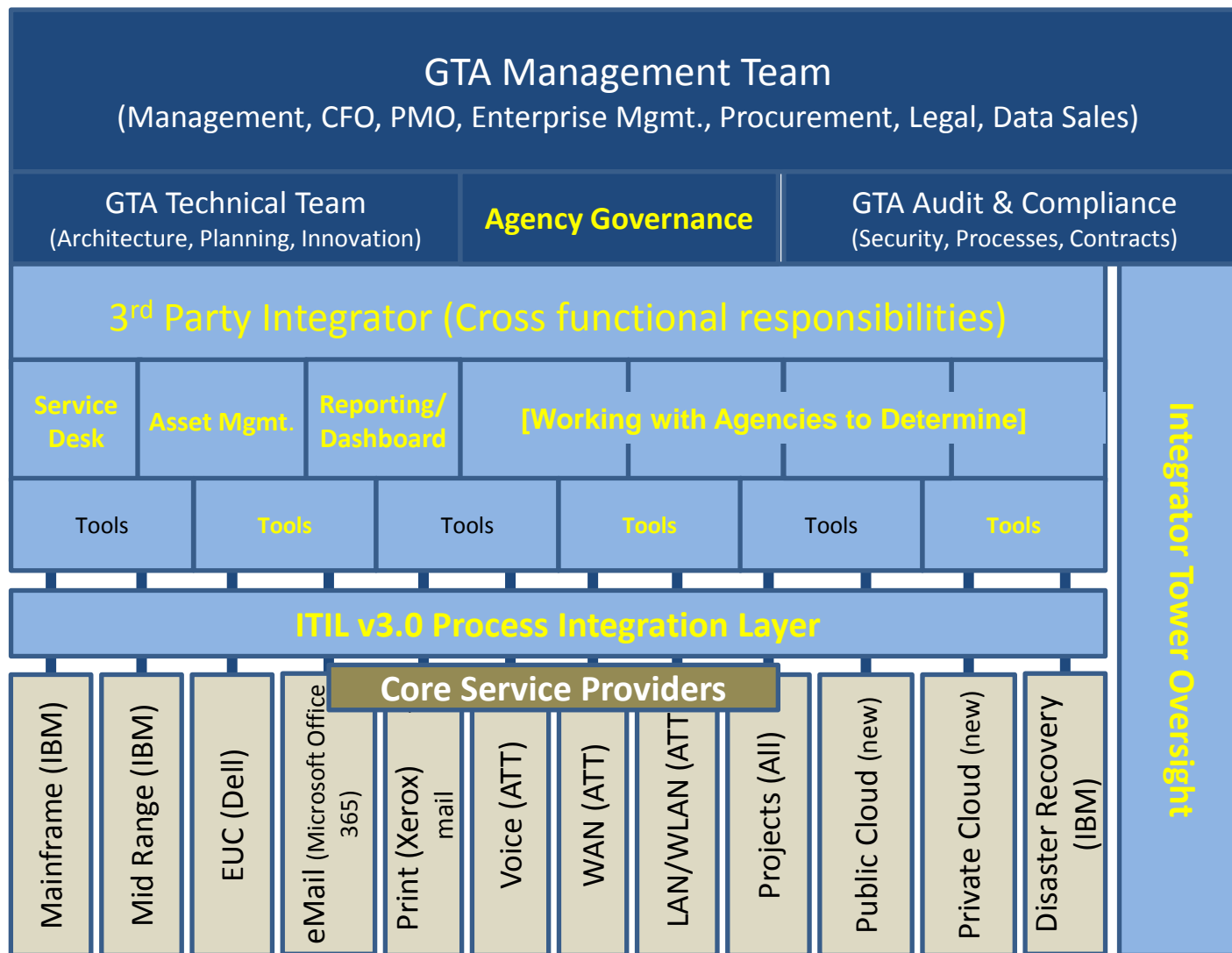
Core Service Providers



Draft Target Operating Model



Draft Target Operating Model



Services Integration Working Committee

Dean Johnson, GTA Executive Sponsor

Strategy & Planning: Greg Blount and Les Druitt – co-chairs

Agencies

Administrative Services, *John Barmann*

Revenue, *Michael Long*

Behavioral Health, *Doug Engle*

Human Services, *Laura Ellis*

Natural Resources, *John Martin*

Driver Services, *Tom McMurry*

State Accounting Office, *Theinraja Kaliappan*

GTA Team

Chief Technology Officer, *Steve Nichols*

Cross Functional, *Alvin Milner*

Technical Services Officer, *Chris McClendon*

Business Mgt. Officer, *Mark Latham*

Customer Relationship Officer, *Steve McGinnis*

Enterprise Mgt. Director, *Jeff Strane*

Enterprise Security (CISO), *Mark Reardon*

Enterprise Oversight, *Mike Curtis*

Discussion & Questions

GTA Board of Directors

March 6, 2014

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

