



# **GTA Board of Directors**

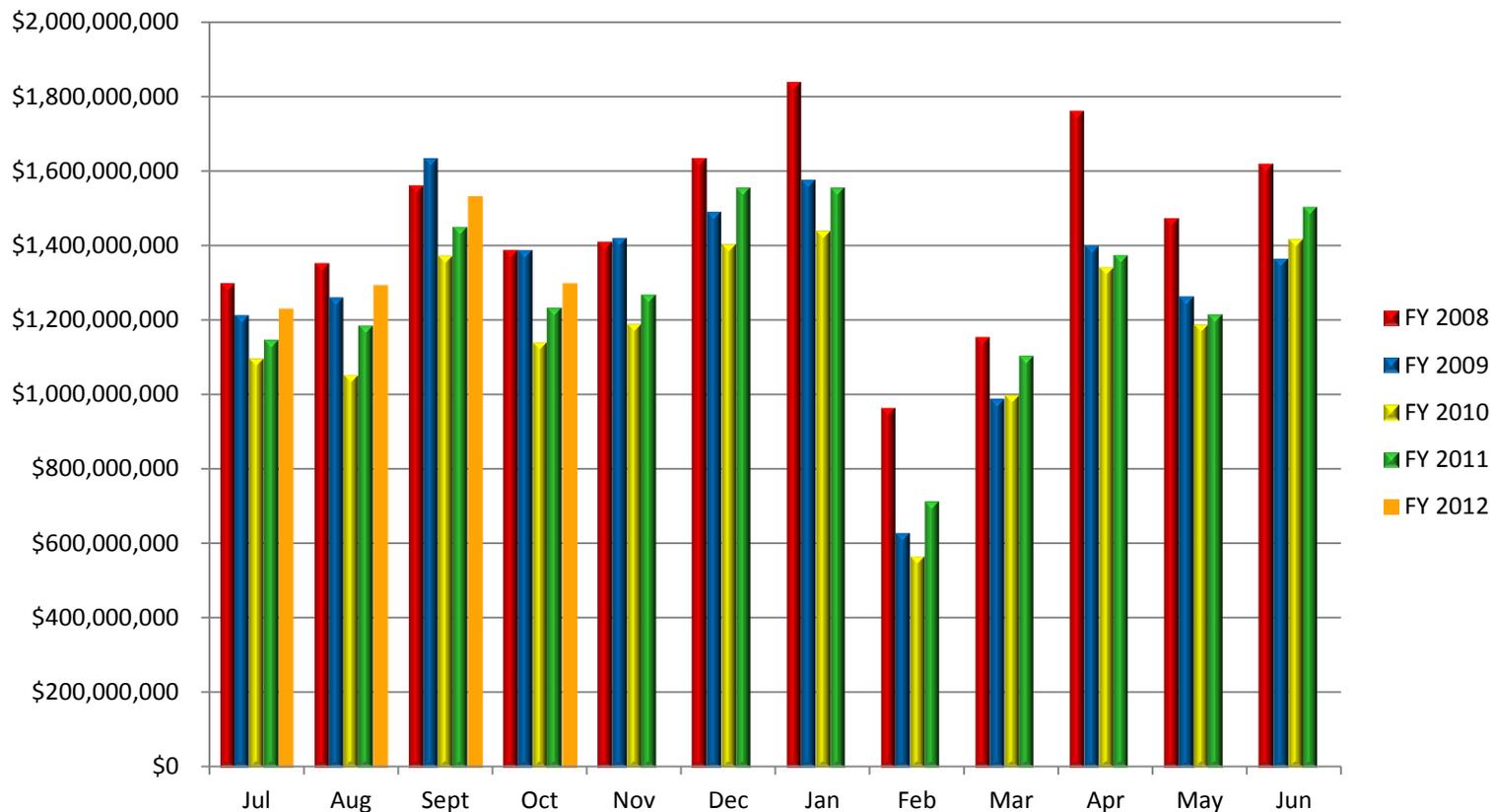
**December 8, 2011**

# Agenda

- **Welcome (10:00 – 10:05)**
- **Financial Update (10:05 – 10:15)**
- **Executive Director's Report (10:15 – 10:35)**
- **IT Transformation Status Report and Performance Measurements (10:35 – 11:05)**
- **IBM Update (11:05 – 11:15)**
- **Follow Up to KPMG Assessment (11:15 – 11:40)**
- **Open Discussion (11:40 – 11:55)**
- **Schedule for 2012 Board Meetings (11:55 – noon)**



# State Revenues: FY 2008 to FY 2012



- FY 2012 revenues are 6.8% higher through October than the prior fiscal year



# GTA FY 2012 Budget

	FY12 Budget	FY12 Variance	FY12 Projection
<b>REVENUES:</b>			
State Appropriated Funds	\$0	\$0	\$0
GTA Administrative Fees	\$13,739,909	\$95,674	\$13,835,583
IBM Infrastructure Revenues	\$108,602,708	\$11,489,310	\$120,092,018
AT&T MNS Revenues	\$62,845,459	(\$3,331,156)	\$59,514,303
Revenues from Sales of Data	\$31,837,647	\$277,744	\$32,115,391
Revenues from Retained Services	\$10,891,000	(\$2,059,519)	\$8,831,481
<b>TOTAL REVENUES:</b>	<b>\$227,916,723</b>	<b>\$6,472,053</b>	<b>\$234,388,776</b>
<b>EXPENSES:</b>			
Personal Services	\$21,998,587	(\$2,242,704)	\$19,755,883
Regular Operating	\$1,326,452	(\$569,864)	\$756,588
Computer Charges	\$6,466,249	\$224,275	\$6,690,524
Real Estate Rentals	\$1,759,821	(\$64,720)	\$1,695,101
GTA Telecommunications	\$3,629,366	\$340,756	\$3,970,122
GTA Contracts	\$13,359,460	(\$4,459,236)	\$8,900,224
GTA Transfers	\$2,000,000	(\$107,980)	\$1,892,020
IBM Infrastructure Contract	\$108,445,707	\$11,079,406	\$119,525,113
AT&T MNS Contract	\$62,845,459	(\$3,095,782)	\$59,749,677
<b>TOTAL EXPENSES:</b>	<b>\$221,831,101</b>	<b>\$1,104,151</b>	<b>\$222,935,252</b>
<b>Budget Basis Surplus/ (Deficit)</b>	<b>\$6,085,622</b>		<b>\$11,453,524</b>
<b>Non-Budgeted FY12 Transfers</b>		<b>(\$20,822,832)</b>	<b>(\$20,822,832)</b>
<b>Net Income/(Loss)</b>		<b>(\$14,737,210)</b>	<b>(\$9,369,308)</b>
<b>Authorized Positions</b>	<b>165</b>		<b>165</b>



# Financial Summary

- **State revenues continue to improve – 6.8% higher in FY 2012**
- **Data Sales revenues continue growing modestly in FY 2012**
  - 1.6% increase over FY 2011
- **GTA is not required to submit a budget to the Office of Planning and Budget for Adjusted FY 2012 and FY 2013**
- **We are meeting GETS contract business case savings**
  - \$181 million savings estimated over 10-year term
- **We are seeing continued improvement in agency collections**
  - June 2009 Outstanding Accounts Receivable: \$39.4M
  - November 2011 Outstanding Accounts Receivable: \$25.5M



# Executive Director's Report

# State IT Report

- **GTA is legislatively required to publish an annual report on the status of IT in Georgia state government**
- **Data collected from 59 agencies for FY 2011**
- **Total IT spend for FY 2011 is being tabulated**
  - Spending totaled \$1.1 billion in FY 2010
- **Agencies' project spend increased 12% to \$185.5 million**
  - Additional \$150 million projected beyond 2011
- **Report will be published online in January 2012 and cover:**
  - Current state
  - Shareholder value
  - Business integration
  - Governance and risk
  - Portfolio view
  - Financials

# IT Enterprise Roadmap

- **Facilitated 30 agency CIOs in November workshop to develop a state IT roadmap**
- **Outcome is state's use of technology over the next 3 to 5 years for:**
  - Mobility / access
  - Business process
  - Technology services
  - IT workforce
  - Funding models
- **Full report with next steps will be issued by Jan. 2012**



# Executive Order on Enterprise Applications

- **GTA proposed a new Policy on Enterprise Applications at the March 2011 Board meeting**
- **GTA is also pursuing an Executive Order to:**
  - Establish selection, oversight and administrative practices in concert with the Office of Planning and Budget (OPB) and Department of Administrative Services (DOAS)
  - Ensure stakeholder agencies establish a Governance Council in support of cross-agency procedural, financial and priority efforts
  - As needed, allow OPB to establish an enterprise application as a State Program to ensure funding transparency

# Improving Agency Security

- **Conducting Program Reviews for Information Security Management Assistance (PRISMA) with agencies**
- **Fiscal year goal is to review all (24) high-impact agencies and half (13) of the moderate-impact agencies**
  - 2 high-impact agency reviews are complete
  - 11 more high-impact agency reviews are in process
- **Largest issue is the lack of information security skills**
  - Agency staff security training available through GTA and the University System of Georgia
  - Setting an expectation of training completion in 24 months



# Fusion Center – Georgia Information Sharing and Analysis Center

- **Georgia runs a Fusion Center where federal, state and local law enforcement agencies share information**
- **GTA has joined to create a cyber security capability**
- **Focus is on coordination and actionable intelligence**
  - Initial focus areas are combating cyber terrorism and crimes against children
- **Some staff have received secret clearances**
- **Will publish alerts and warnings to state agencies and components of the national critical infrastructure**



# Disclosure Requirements For Board Members

- **No longer required to file a disclosure form as in previous years**
- **Affidavit must now be filed in accordance with the Georgia Ethics in Government Act**
  - Affidavit states you did not take any official action in the previous year from which you derived personal gain
  - Due by January 31, 2012
- **File online at [www.ethics.ga.gov/EFiling](http://www.ethics.ga.gov/EFiling)**
  - Use the same ID and password you used to file your previous financial disclosure reports
  - If you are new to the Board, complete a PIN application to obtain an ID and password; go to <http://ethics.ga.gov/filer-information/public-officials/>
- **Additional disclosure form required if you or a family member hold substantial interest in a company doing business with the state**
  - Information at <http://ethics.ga.gov/filer-information/public-officials/>



# IT Transformation Status Report



# Transformation and Operations Update

Metric Description	# Completed in Oct	# Planned in Oct	# Completed Out of Total	Total # in Scope	GTA Health Indicator	Trend	Comment
<b>IBM Lead Programs</b>							
<b>Server Consolidation (SCON)</b>					<b>R</b>	↑	No approved plan
SCON - # of servers migrated	0	0	139	1048			Pending GETS hosting environment remediation
SCON - # of application affinity migrations	0		31	TBD			
<b>Active Directory (AD)</b>					<b>Y</b>	↑	Pending GETS hosting environment remediation
# of users migrated	0	0	2921	~41,000			

**Legend:** **Green** – On schedule, no major issues  
**Yellow** - Issues but plan in place to address/tracking  
**Red** - Major issue, no approved plan



# Transformation and Operations Update

Metric Description	# Completed in Oct	# Planned in Oct	# Completed Out of Total	Total # in Scope	GTA Health Indicator	Trend	Comment
<b>IBM Lead Programs</b>							
<b>EMAIL</b>					<b>Y</b>	↑	Pending GETS hosting environment remediation
# of mailboxes migrated	0	0	3770	41,386			
# of BES users migrated	0	0	136	3069			
<b>FILE Services</b>					<b>Y</b>	↔	Pending completion of pilot
# of sites transformed	0	0	0	487			

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# Transformation and Operations Update

Metric Description	# Completed in Oct	# Planned in Oct	# Completed Out of Total	Total # in Scope	GTA Health Indicator	Trend	Comment
<b>IBM Lead Programs</b>							
<b>MALWARE</b>					<b>G</b>	↔	
# of Servers	48	46	707	1730			
# of workstations	177	177	4180	24,546			Overall scope reduced by 198 (decommissions)
<b>EUC Refresh</b>					<b>G</b>	↔	
# of workstations Refreshed	899	810	14,748	39,091			Overall 38% complete
<b>Server Currency</b>					<b>G</b>	↔	
# Servers refreshed	40	25	208	326			Includes #'s for 2 Peachtree Data Center consolidation

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Metric Description	# Completed in Oct	# Planned in Oct	# Completed Out of Total	Total # in Scope	GTA Health Indicator	Trend	Comment
<b>IBM Lead Programs</b>							
<b>Tool Deployment &amp; Monitoring</b>					<b>R</b>		
# workstation w/DDM & verified			17,951	33,414			Based on billing & Maximo verification, installed base higher
# Servers w/Tools & Monitored			59%	2396			Average across Unix, Windows and Novell (w/% for Novell where no tools installed)

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# Transformation and Operations Update

Metric Description	# Completed in Oct	# Planned in Oct	# Completed Out of Total	Total # in Scope	GTA Health Indicator	Trend	Comment
<b>AT&amp;T Lead Programs</b>							
<b>IP Re-addressing</b>					<b>G</b>	↑	
# of sites remediated	3	3	23	44			Overall 52% complete
<b>LAN/WAN Refresh Program</b>					<b>G</b>	↔	
LAN/WAN - # of devices refreshed	45	56	343	1433			Variance of -8 overall
LAN/WAN - # of Firewalls Decommissioned	18	40	114	789			Variance of -25 overall

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# Transformation and Operations Update

Metric Description	# Completed in Oct	# Planned in Oct	# Completed Out of Total	Total # in scope	GTA Health Indicator	Trend	Comment
<b>AT&amp;T Lead Programs</b>							
<b>Voice Refresh Program</b>					<b>G</b>		
PBX System	0	0	3	27			
Key System	35	34	100	480			
Centrex phone sets	800	1050	4835	45000			

**Legend:**  
**Green** – On schedule, no major issues  
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# SLAs Performance Summary



IBM  
Oct 2011

# of SLAs	% of SLAs	Category
32	78.05%	Met or Exceeded the Expected target <sup>2</sup>
7	17.07%	Missed Expected target but met Min <sup>2</sup>
2	4.88%	<b>Missed the Minimum target <sup>2</sup></b>
<b>41</b>	<b>100%</b>	<b>Total Applicable Infrastructure SLAs for Period</b>
12	N/A	Not applicable for this period/No data exist
<b>53</b>	<b>100%</b>	<b>Total Infrastructure SLAs<sup>1</sup></b>
3	7.32%	In default for the period <sup>2</sup>
\$245,000	Total Uncapped <i>Estimated</i> credit amount for defaulted CSLs	
N/A	Total Capped <i>Estimated</i> credit amount for defaulted CSLs	

<sup>1</sup> Reporting on Infrastructure Termination SLAs is pending revised SLA reports for Jan-May per CCRP00067

<sup>2</sup> Counts based on GTA validation results. These may differ from IBM-reported results.

AT&T  
Sept 2011

# of SLAs	% of SLAs	Category
35	85.37%	Met or Exceeded the Expected target
1	2.44%	Missed Expected target but met Min
5	12.20%	<b>Missed the Minimum target <sup>3</sup></b>
<b>41</b>	<b>100.00%</b>	<b>Total Applicable MNS SLAs for Period</b>
2	N/A	Not applicable for this period/No data exist
<b>43</b>	<b>100.00%</b>	<b>Total MNS SLAs<sup>1</sup></b>
5	12.20%	In default for the period <sup>2</sup>
\$51,257	Total Uncapped <i>Estimated</i> credit amount for defaulted CSLs <sup>3</sup>	
N/A	Total Capped <i>Estimated</i> credit amount for defaulted CSLs	

<sup>1</sup> All 43 MNS SLAs are termination SLAs.

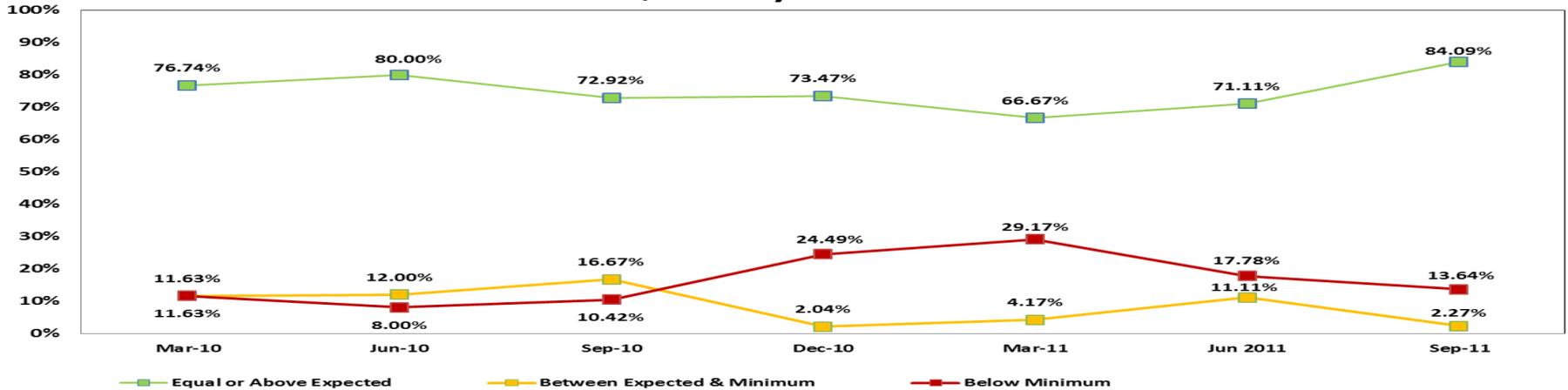
<sup>2</sup> Two default metrics are critical service levels (CSL), and three are key measurements. The total credit amount is associated with only one CSL because the same incident prompted both defaults.

<sup>3</sup> Counts based on GTA validation results. These may differ from AT&T-reported results.

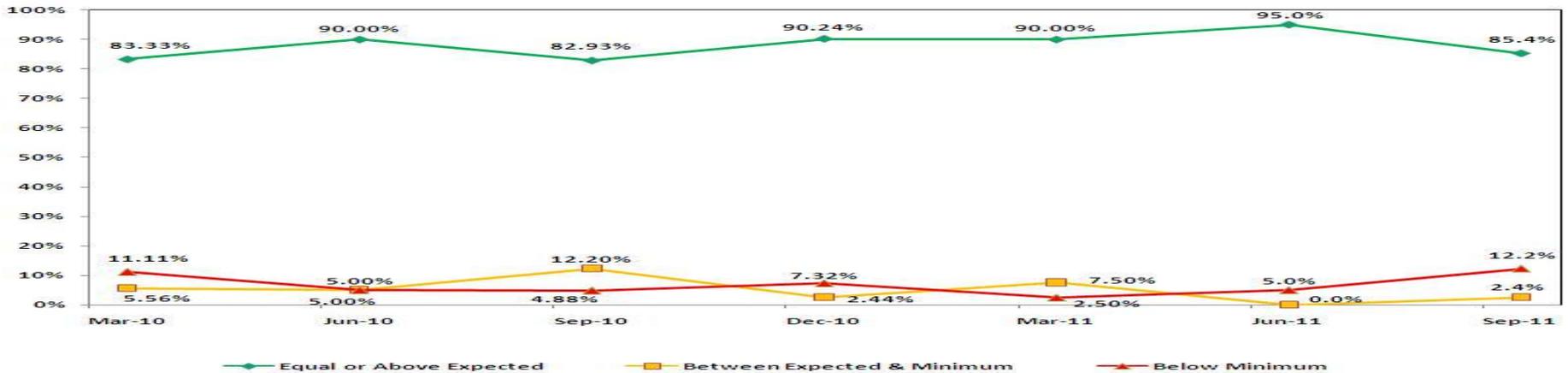
MNS report contains September data. Data is validated two months later (i.e. September data is validated in November).

# SLAs Performance Trend

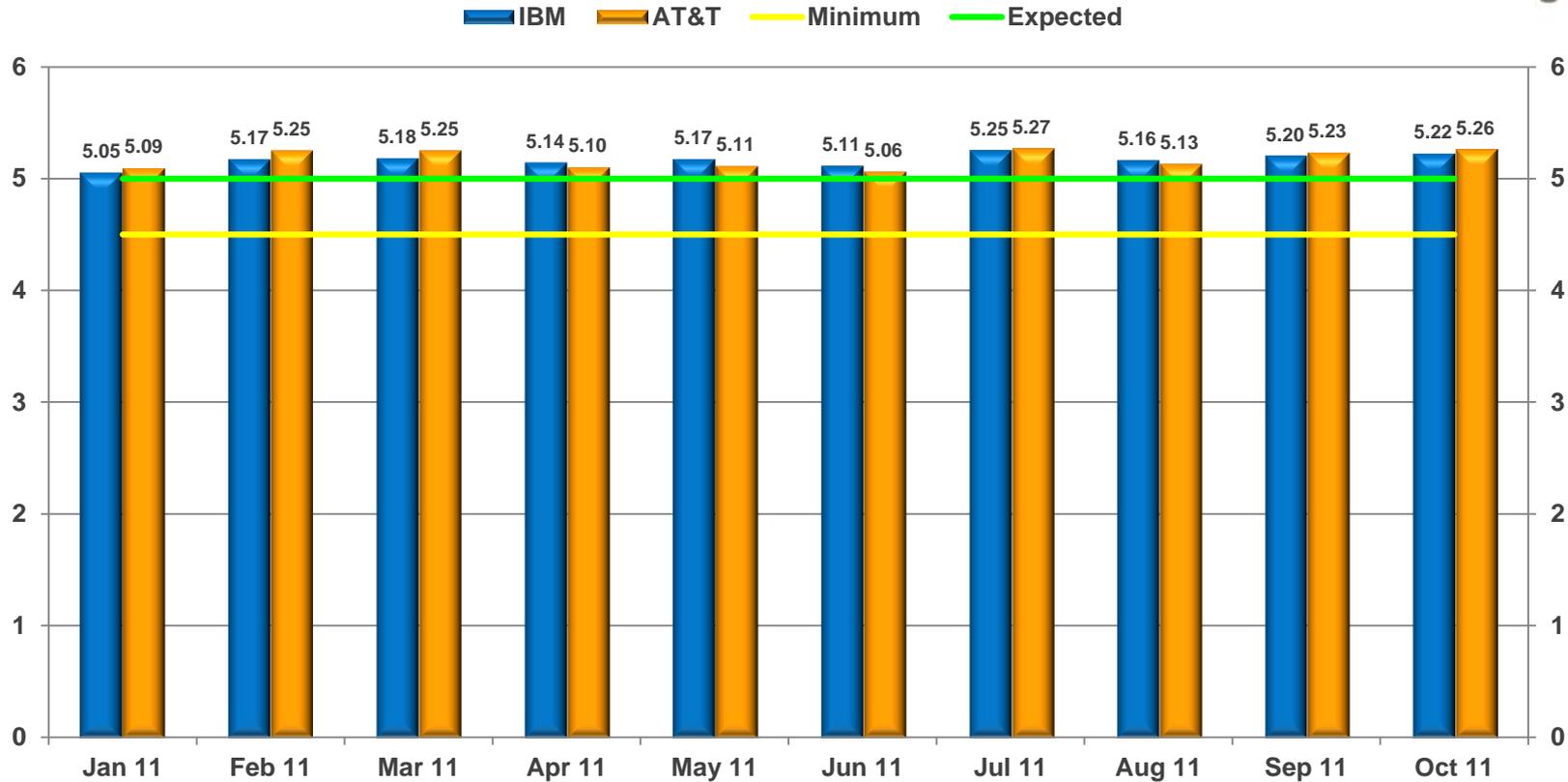
## Infrastructure Quarterly SLA Performance Trend



## MNS Quarterly SLA Performance Trend



# Service Desk Survey Results



Legend  
6 points: Very Satisfied  
5 points: Satisfied  
4 points: Somewhat satisfied  
3 points: Somewhat dissatisfied  
2 points: Dissatisfied  
1 point: Very dissatisfied

- 429 surveys received in October
- 27.91% response rate



# IBM Update

# IBM Leadership



**Samuel J. Palmisano**  
Chairman of the Board

**Ginni Rometty\***  
CEO and President

**Michael Daniels**  
Senior Vice President and Group Executive, Services

**Bob Zapfel**  
General Manager, Global Technology Services,  
North America

**Brian Whitfield**  
General Manager, Global Technology Services,  
Public Sector

**Bev Saskowski**  
Vice President and Senior Project Executive,  
State of Georgia

\* Effective January 1, 2012



# KPMG Assessment Briefing

# Current Status of KPMG Follow-up Work

- **GTA leadership reviewed Communications Messaging Guide**
  - Aimed at aligning communications across all parties
  - Includes process templates for communications development, approval and distribution
- **Charters for Business and IT management committees are under review**
- **Delineating responsibilities for functions and activities within GTA and our service providers**



# Open Discussion



# Schedule for 2012 Board Meetings

- **March 1 (Thursday)**
- **June 7 (Thursday)**
- **September 6 (Thursday)**
- **December 6 (Thursday)**
- **All meetings begin at 10 a.m., GTA Board Room**
- **Most meetings last two hours**