

Joe Webb

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GETS Education Program

INTRODUCTION AND OVERVIEW

Joe Webb

- **Welcome**
- **Context: this education program is part of an overall set of initiatives in 2013 to improve consumption management, including:**
 - Improve reporting
 - Streamline processes
 - Realign services with continually evolving market offerings
- **Why are you here?**
 - Recent budget meetings with OPB and GETS agencies revealed an inconsistent understanding of their GETS services, charges and tools to manage utilization.
 - Much has changed since 2009 commencement: staff and services
 - You are the agency leaders who manage your IT strategy (operationally and financially)

Program Overview

- **What this Georgia Enterprise Technology Services (GETS) Education Program is**
 - Opportunity for IT and Finance to have an equal understanding of GETS services, billing and consumption management
 - Hope to dispel some GETS “urban legends”
 - “We have a fixed price contract”
 - “I am stuck with equipment or PCs when I no longer need them”
 - “Rate variability makes it impossible to project my costs”
 - “Excess IT costs is due to billing errors”
 - Expect the CIOs to know more and mentor others
 - Opportunity for IT and Finance to work together
 - Different perspectives depending on where you sit
- **What this GETS Education Program is not**
 - A re-engineering of the GETS Contracts and Services
 - We have launched 2013 initiatives for this need

Program Overview

- **The GETS outsourcing has had major impacts on our management of IT**
 - Created transparency allowing us to make better business decisions
 - Provides monthly billing for all infrastructure services
 - Monthly consumption reporting and trending
 - Ability to see both one-time and on-going projected costs for projects
 - Improved IT Planning
 - Past – reactive, if you had money left end of year
 - Now – Pay as you go , currency maintained

Program Overview

- **Historically the state has used contracts to manage commodities not services**
 - Example –
 - Past - Bought a PC
 - Now - PC, service desk, software updates, security patching, equipment refresh
 - Also applies to servers, network equipment, all services outside of projects
- **Managing IT consumption under this delivery model is new**
 - Role of CIO and CFO regarding consumption management needs to be defined by agency, but it is a partnership
 - Responsibilities include:
 - IT Planning
 - Forecasting and managing budget
 - Monitoring IT consumption
 - Assessing new IT Service requests

Program Overview

- **Enterprise contracts mean we impact each other**
 - Major changes may impact rates
 - Working with each agency we arrived at consensus on enterprise standards to meet business needs
 - Solution
 - Transformation timing
 - Price
 - Service levels
- **We need to partner and work together to meet our business needs**
- **These education sessions are a first step – we have to begin with a common understanding and language**

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GETS Goals for 2013



- Continued Progress for our Transformation Program
- Delivery Excellence and Sustainability
- Program for the Project Management Life Cycle that improves Agency experience with projects and initiatives
- Program for Forecast & Demand Management that enables Agencies to manage their consumption
- Continuous improvement toward customer satisfaction

The GETS Program is Succeeding

In 2007 Georgia decides to privatize...

“Technology is the underpinning of a well-run, modern-day enterprise. It is the cornerstone of making decisions that will lead our state to the best-managed State.”

Governor Sonny Perdue 2007

This was a collaborative effort including 80+ individuals from the 14 enterprise agencies.

Afterwards GTA created 5 key objectives which put Georgia on a technology course and direction we find ourselves today.

5 Key Objectives

- ✓ Move to a hardened facility reducing dependency on aging or inadequate agency data centers
- ✓ Remove end of life equipment and unsupported software from the environment
- ✓ A predictable and tested Disaster Recovery capability
- ✓ Consistent and trusted backup and recovery capabilities
- ✓ Implement and adhere to an agreed to standard set of security policies

The journey continues, and it can only be accomplished through partnership and collaboration with both our service provider partners and customers; a critical success factor is having our customers at the table and being a part of the decision making process

Groundbreaking technology transformation

- **1,400 managed network service customers statewide**
 - Managed network services with AT&T
 - \$346 million over 5 years with two, one-year renewal options
 - Delivering and managing wide area network, local area network and voice
- **14 full-service infrastructure service customer agencies**
 - Infrastructure services with IBM
 - \$873 million over 8 years with two, one-year renewal options
 - Delivering and managing mainframe, servers, print, service desk, end-user computing, disaster recovery and data security

GETS Program Overview

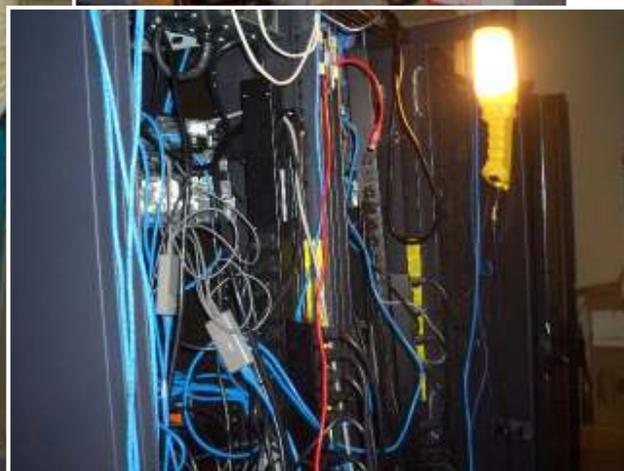
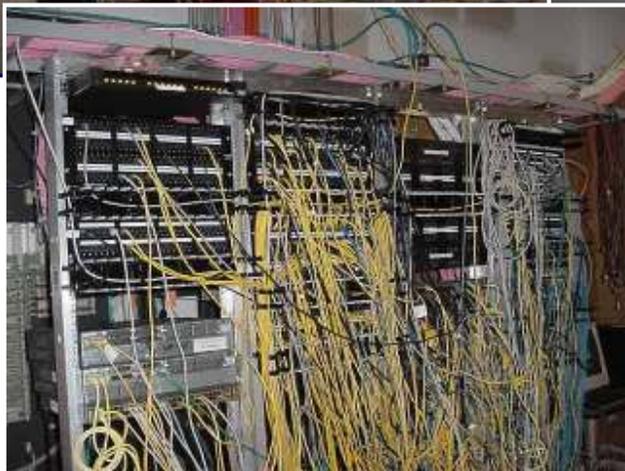
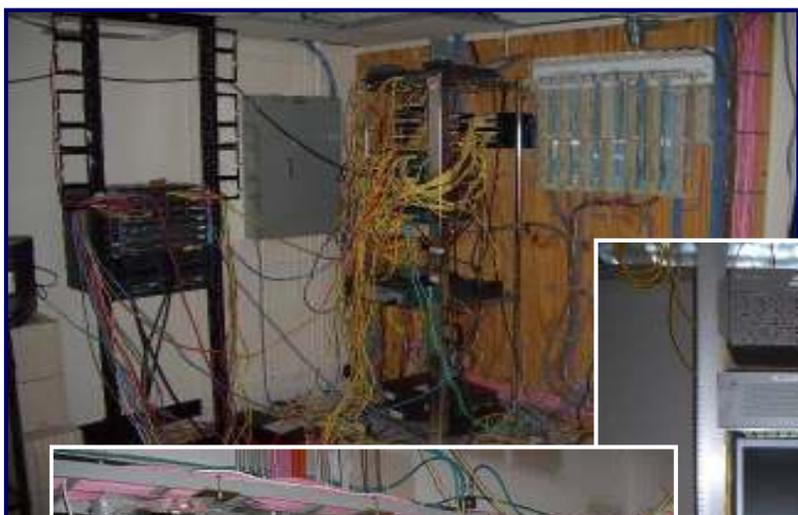
Infrastructure services include:

- End User Computing Support (Laptop/Desktop/Network Printer)
 - Break/Fix
 - Refresh
 - Patching
 - Anti-Virus
 - Operational Reporting
- Server and Mainframe Hosting and Management
 - Hosting (NADC)
 - Security
 - Disaster Recovery
 - Hardware and Data Consolidation and Storage
 - Configuration Management
 - Operational Reporting
 - Data Storage
- Consolidated Service Desk
 - 24/7 Support
 - Incident and Problem Management
- Utility Server Services
 - Email
 - Active Directory
- Print Services
 - Centralized print management
- Management Tools and Processes
 - GETS Portal – Centralized Repository
 - OrderNow! – eProcurement
 - GSMRT – Financial & Operational Performance Reporting
 - Maximo – Incident/Asset Management
 - SMM – ITIL Aligned Process Definitions

The Benefits of GETS Transformation

- Consolidate IT infrastructure
- Secure state data
- Stable operating environment
- Well governed
- Replace aging infrastructure
- Robust disaster recovery
- Broad industry standards
- Predictable spend

Moving Georgia from this...



Moving Georgia to this ...



↑ State's Tier IV Data Center



↑ State Print Shop



← Consolidated Service Desk

GETS Value: making a difference for our customers

- **Established procedures to improve data security**
 - Data encryption for laptop and tablet computers
 - Up-to-date anti-virus software on state employee computers
 - No breaches at full-service agencies since privatization
- **Established the state's first comprehensive IT disaster recovery program**
- **Improved IT system availability through a tier IV data center and full network redundancy**
- **Consolidated 21 separate help desks into one with 24x7x365 support and a single ticketing system**

GETS Value: making a difference for our customers

- **Implemented an electronic procurement system for ordering services**
 - Agencies pay competitive market rates based on consumption
- **Moved to services model instead of hardware purchases**
 - Adopted leasing model for end user computing
 - Continuous, rolling refresh of end user computers
 - End user computers include software for automatic patches and updates, asset management
- **Expanded capacity for the state's wide area network 100%, with full failover redundancy for the first time**
- **Implemented service level agreements and operational metrics to accurately measure service delivery – another first for state's IT enterprise**

Centralized Service Management & Governance

Right work, done right

Performance Management

- Performance analysis & service delivery management
- Service requests & authorization
- Security, architecture & standards management
- Risk management
- Asset management
- Incident, problem, escalation, change management

Validate and manage costs

Financial Management

- Invoice management.
- Performance credits, earnbacks, and critical milestones
- Financial analysis & planning
- Procurement
- Contract pricing adjustments
- Value leakage mitigation
- Chargeback

Satisfaction, direction setting

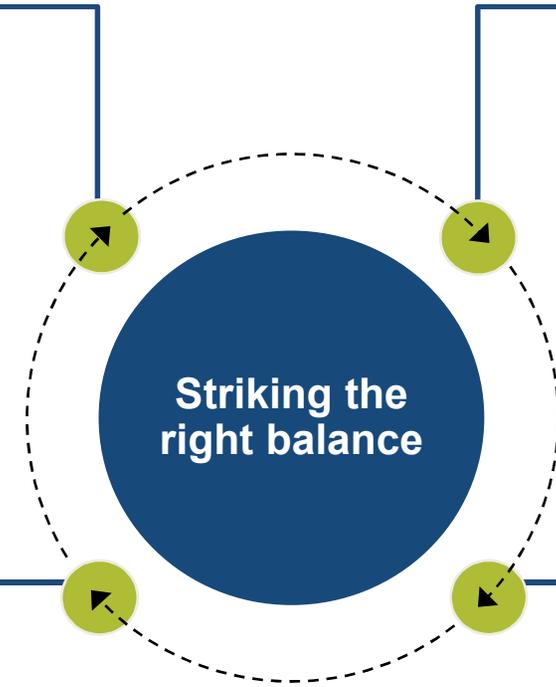
Relationship Management

- Governance
- Forecasting and demand management
- Regulatory & tax compliance
- Workplace services
- Customer satisfaction survey management
- Communications management
- Project spend pool management

Ensure compliance

Contract Management

- Contract compliance
- Contract change management
- Contract issue management
- Dispute resolution
- Service provider audit
- Governance library



***To be successful Service Management & Governance must include the Customer and Service Provider Partners' active involvement and participation
It takes a team***

What is the SMO ?

Service Management Organization

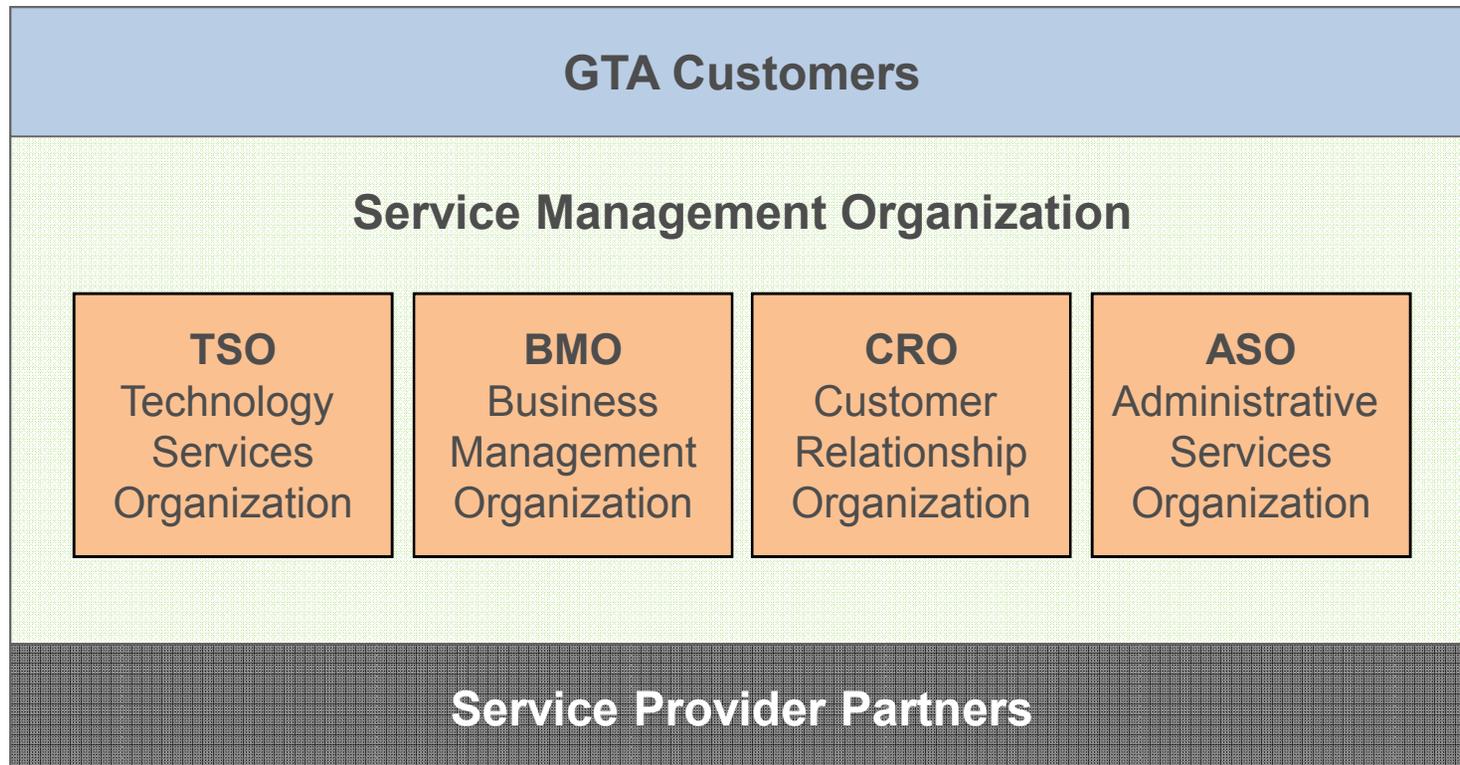
The organization **manages the relationship** and services of our service provider partners and manages the relationship with our customers

The SMO is established as a **single point of accountability** within the state of Georgia for the effective management of our service provider partners

Why did we create the SMO?

- Provide a disciplined approach to managing our service provider partners
- Advance the maturity of the state in using service provider partners
- Ensure the service providers deliver to the contracts
- Provide a uniform escalation point for service provider relationship and delivery issues

GTA's Service Management Organization



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

TSO Roles & Responsibilities

- Service provider performance, service level management
- Specific responsibilities
 - Escalation resolution
 - IT strategic direction
 - Service level management
 - Internal technical expertise & oversight
 - Infrastructure architecture and risk strategy
 - Metrics and benchmarking

BMO Roles & Responsibilities

- Contracts Management
- Operational Reports & Processes
- Project Management
 - Transformation
 - Agency
- RFS Management
- SLA Management
- Products & Services
- Governance

CRO Roles & Responsibilities

- Customer Advocate
- Setting and managing customer expectations
- Issues escalation
- Forecasting
- Demand management
- Build and maintain trusted business relationships

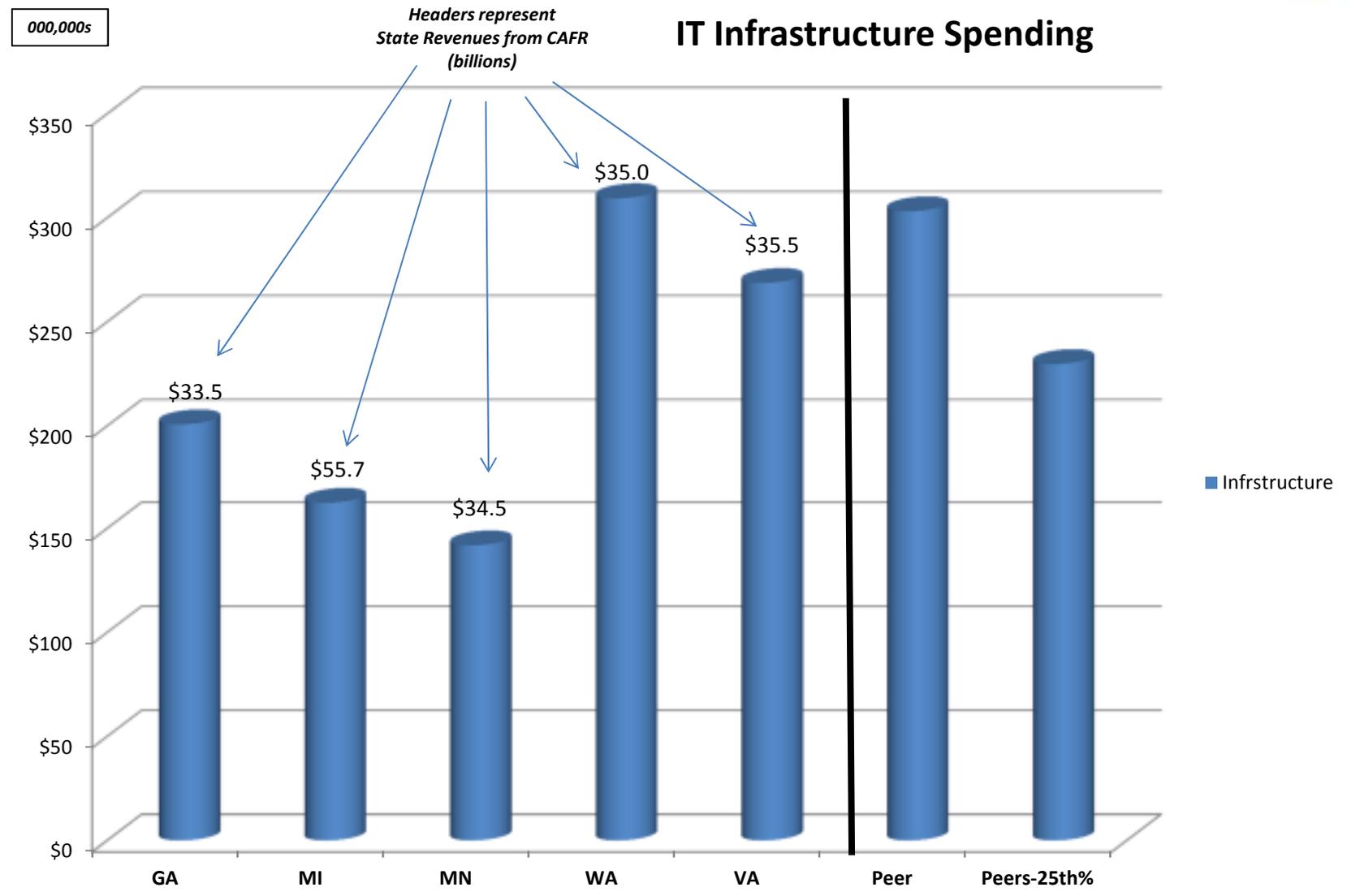
ASO Roles & Responsibilities

- Financial Management of GETS Program
- Specific Responsibilities
 - Invoicing
 - Pricing
 - Chargeback
 - Dispute Resolution
 - Asset Management

What is Different?

- State acquires services, not equipment
- SMO manages delivery of services, not hardware and software
- SMO manages service delivery through:
 - Aligned processes
 - Service levels
 - Governance
- Service delivery improves to sustainable levels
 - Secure, Reliable, Recoverable Services

IT Spend Chart



GETS Education Program Overview

- **The GETS Education Program**
 - Education sessions are monthly in 2013
 - 9 to 10:30 am
 - Ground Floor of Trinity

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

Learning Objectives

- **After completing the education series, participants will:**
 - Better understand their GETS services
 - Know the charges (Unit of Costs) for their GETS services
 - Know how to leverage processes and tools to better manage their service usage

These learning objectives were based on comment and question trends at budget consumption meetings.

Continuity of Attendance

- Do we have the right people here from your agency? If not, please let us know who to include for future sessions
- We'd like to identify the right people and have them attend all sessions to establish consistency and continuity
- GTA has been tasked with tracking an ongoing program for training and consumption management, which includes reporting attendance to stakeholders
- If you miss a session, your CRM will contact you to schedule a make-up session

Feedback

Feedback summaries will be reported to all stakeholders with monthly attendance rates.

Parking Lot

- We will have a parking lot to document needs and questions that can't be answered during the education session
- We are committed to tracking and publishing the questions and resolutions at each monthly session

Ensuring our common understanding

We are committed to providing material that will meet your learning needs:

- Better understanding your GETS services
- Knowing the charges (Unit of Cost) for your GETS services
- Knowing how to leverage processes and tools to better manage your service usage

After future sessions, everyone will be asked to complete a feedback form indicating your understanding of the material

We will review your feedback

- 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

Next Steps

- **Let Lanny Creedle know today if you have changes to your agency attendees to finalize registration**
- **You will be receiving all the monthly appointments for 2013**
- **There is no make-up for today's session**
- **Next Session:**
 - Thursday, March 28 - Topic – Invoice Overview
 - Ground Floor Trinity
 - 9 to 10:30 am
 - We will provide GETS Education notebooks at this session

CLOSING, QUESTIONS, AND THANKS