GTA Board of Directors
June 4, 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**

- **Approval of Minutes** (December 4, 2014; March 5, 2015)

- **Executive Director's Report**

  - **Financial Update and FY 2016 Budget**

  - **Subcommittee Report**

  - **IT Transformation Update**

  - **Services Integration Initiative**

  - **Cyber Defender Event**

  - **2015 Technology Summit**

  - **Georgia Digital Government Summit**

- **Closing and Adjournment**

Financial Update

Joe Webb

GTA Deputy Executive Director

Financial Performance FY2015

	FY15 Budget	FY15 Variance	FY15 Projection
REVENUES:			
State Appropriated Funds	$0	$0	$0
GTA Administrative Fees	$15,865,202	($1,231,409)	$14,633,793
GETS Revenues	$205,003,583	($6,796,952)	$198,206,631
Data and Retained Services Revenues	$42,446,574	$5,621,582	$48,068,156
TOTAL REVENUES:	**$263,315,359**	**($2,406,779)**	**$260,908,580**
EXPENSES:			
Personnel	$25,080,846	($963,929)	$24,116,917
GTA Operations	$32,796,993	$3,743,671	$36,540,664
GETS Contract	$205,003,583	($11,432,960)	$193,570,623
TOTAL EXPENSES:	**$262,881,422**	**($8,653,218)**	**$254,228,204**
Budget Basis Surplus/ (Deficit)	**$433,937**	**$6,246,439**	**$6,680,376**
Non-Budgeted Transfers	**$0**	**$16,000,000**	**$16,000,000**
Net Income/(Loss)	**$433,937**	**($9,753,561)**	**($9,319,624)**
Authorized Positions	**181**		**181**

Financial Performance FY2015

State revenues continue to improve

- 7.1% higher through April than the prior fiscal year

Data Sales revenues continue moderate growth and stability

- FY15 actual revenues up 8% - $35M

Continued focus and success in improving invoice collections:

- FY15 Accounts Receivable turnover as of April: **39.6 days** (Target is 45)

- 20% improvement in turnover compared to April 2014 and April 2013.

FY15 GTA Operating Fund Balance and Net Assets: $27.9M

FY04 – FY09 federal liability

- Negotiation with the U.S. Department of Health and Human Services Division of Cost Allocation targeted for completion by June 2015

Budget Summary FY2016

REVENUES:		FY15 Budget	FY16 Budget
	State Appropriated Funds	$0	$0
	GTA Administrative Fees	$15,865,202	$15,725,039
	Infrastructure Revenues	$145,227,311	$142,998,959
	MNS Revenues	$59,776,272	$57,945,877
	Revenue from Sales of Data	$32,300,000	$33,005,000
	Revenues From Retained Services	$10,146,574	$10,266,843
TOTAL REVENUES:		**$263,315,359**	**$259,941,718**
EXPENSES:			
	Personal Services	$25,080,846	$25,200,631
	Regular Operating Expense	$1,860,103	$1,803,656
	IT Supplies & Software Expense	$15,528,206	$14,762,867
	Rent	$1,703,415	$1,684,717
	Telecommunications	$2,928,568	$4,141,346
	Contracts	$206,721,484	$203,138,363
	Transfers	$2,100,000	$2,300,000
TOTAL EXPENSES:		**$255,922,622**	**$253,031,580**
Operating Budget Basis Surplus/(Deficit)		**$7,392,737**	**$6,910,138**
Non-Operating one-time expenses		**$6,958,800**	**$5,600,000**
		$433,937	**$1,310,138**
Non-Budgeted Transfers		**$0**	**$3,030,358**
Net Income/(Loss)		**$433,937**	**($1,720,220)**

Subcommittee Update

Don Hallacy

Dan Murphy

Joe Surber

IT Transformation Update

Gwen Jolley, IV&V

Transformation Update

- **Overall Program Status**

- **Recap of SCON Phase II**

- **Milestones Achieved to Date**

- **Upcoming Milestones**

Transformation - Overall Program Status

Program	January Status	March Status	May Status
– Exchange AD	**Complete**	**Complete**	**Complete**
– Exchange E-mail	**Complete**	**Complete**	**Complete**
– Malware Server	**Complete**	**Complete**	**Complete**
– Desktop Antivirus	**Complete**	**Complete**	**Complete**
– Print Services	**Complete**	**Complete**	**Complete**
– Novell AD /e-Mail	79.6%/**Complete**	100.0%/**Complete**	**Complete**
– SCON	61.83%	77.25%	89.32%*
– File Services	100.0%	C**omplete**	**Complete**
– EUC Encryption	100.0%	100.0%	**Complete**
– Win7	**Complete**	**Complete**	**Complete**

*Includes DOAS and DHS, Affinity 3, Move Group 3 which were in May, but are still in their warranty period.

Recap of SCON Phase II

- A major achievement since the last Board meeting has been the successful completion of the aggressive March SCON plan with its three separate agencies, four production cut-over events, and 112 servers being put into production during the month.

- In addition, DHS accelerated the completion of their Affinity 3, Move Groups 1 and 2 from May to April, with a successful production cut-over event April 25 and April 26 – **20 servers**.

- The net result is that at the end of April, 278 servers have been put into production January through April 2015.

Milestones Achieved to Date

- ✓ Completed production cut-over for DHS (Human Services) - Affinity 2 – Move Group 1 – February 20 – **20 servers.**

- ✓ AT&T Retail - Completed the LAN/WAN transformation for DBHDD Milledgeville – February 21.

- ✓ Completed production cut-over event for DHS (Human Services) – Affinity 1 – SHINES – March 6 – **21 servers**.

- ✓ AT&T Retail - Completed the LAN/WAN transformation for GTA – March 7- 8.

- ✓ Complete production cut-over event for DPH (Public Health) – Move Group 3 – March 20 – **21 servers**.

Milestones Achieved to Date

- ✓ Completed production cut-over event for DHS (Human Services) – Affinity 2 – Group 2 – March 27 – **20 servers**.

- ✓ Completed production cut-over for DHS (Human Services) - Affinity 1 – Move Group 2 - DIS – March 27 – **32 servers**.

- ✓ Completed production cut-over event for DOAS (Administrative Services) – March 27 – **18 servers**.

- ✓ AT&T Retail - Complete the LAN/WAN transformation for DCH *(Community Health)* – March 28.

- ✓ AT&T Retail – Fiber build-out now completed for 2 Peachtree.

- ✓ Completed production cut-over event for DHS (Human Services) – Affinity 3 – Group 1 and 2 combined – April 25 – **20 servers. *Note: This is an acceleration from May 8 and May 29.***

Milestones Achieved to Date

- ✓ Completed production cut-over event for DOAS (Department of Administrative Services) – Group 2 Extranet and Intranet applications – May 1.

- ✓ Completed production cut-over event for DHS (Human Services) – Affinity 3 – Group 3 – May 29. This was the STARS/CSP applications – **20 servers**; completes SCON activity for DHS.

Note: At the end of May, 89.32% of the SCON effort will be complete (following the warranty period). The only remaining production cut-over events will be GTA, the agency (3.15%) and DOR (7.60%).

Upcoming Milestones

- *AT&T – Complete SSL VPN implementation work for the Health agencies in 2 Peachtree*

  - *DBHDD (Behavioral Health) – April/May*

  - *DPH (Public Health) – May/June*

  - *DHS (Human Services – May/June*

  - *2 Peachtree Data Center – June/July*

Upcoming Milestones

- Complete production cut-over event for GTA (the agency) – This date has accelerated from October to September 29 (3.15% of volume).

- Complete production cut-over event for DOR (Revenue) – Deferred at the request of the agency. Will not include "a cloud solution" at the request of the new commissioner; GTA is in agreement with approach and schedule.
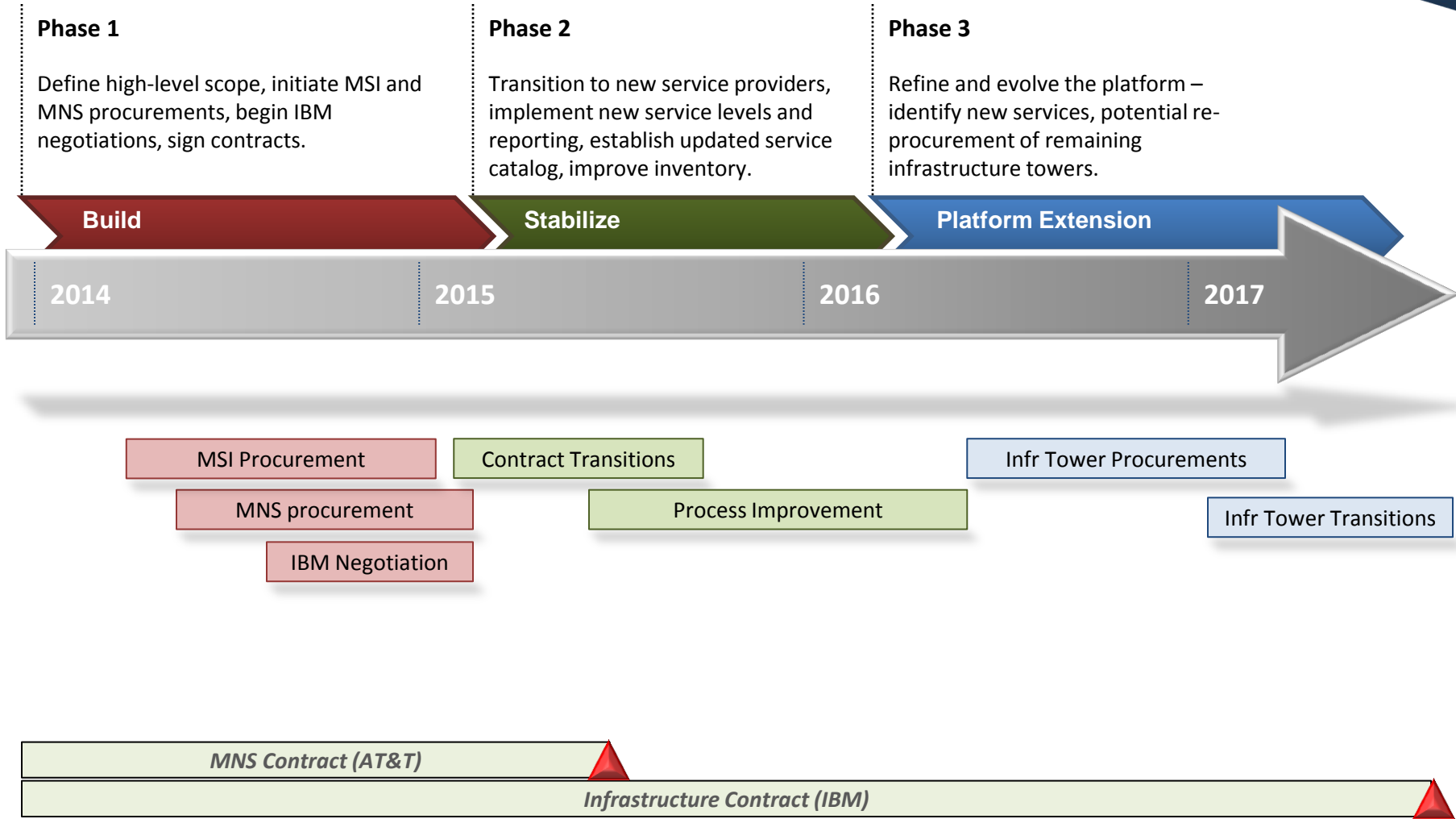
Questions about Transformation

Services Integration Initiative

Randy Tucker

Integris Applied

Timeline

Phase 1

Define high-level scope, initiate MSI and MNS procurements, begin IBM negotiations, sign contracts.

Phase 2

Transition to new service providers, implement new service levels and reporting, establish updated service catalog, improve inventory.

Phase 3

Refine and evolve the platform – identify new services, potential re-procurement of remaining infrastructure towers.

Build	Stabilize	Platform Extension
2014	2015	2016	2017

MSI Procurement

MNS procurement

IBM Negotiation

Contract Transitions

Process Improvement

Infr Tower Procurements

Infr Tower Transitions

MNS Contract (AT&T)

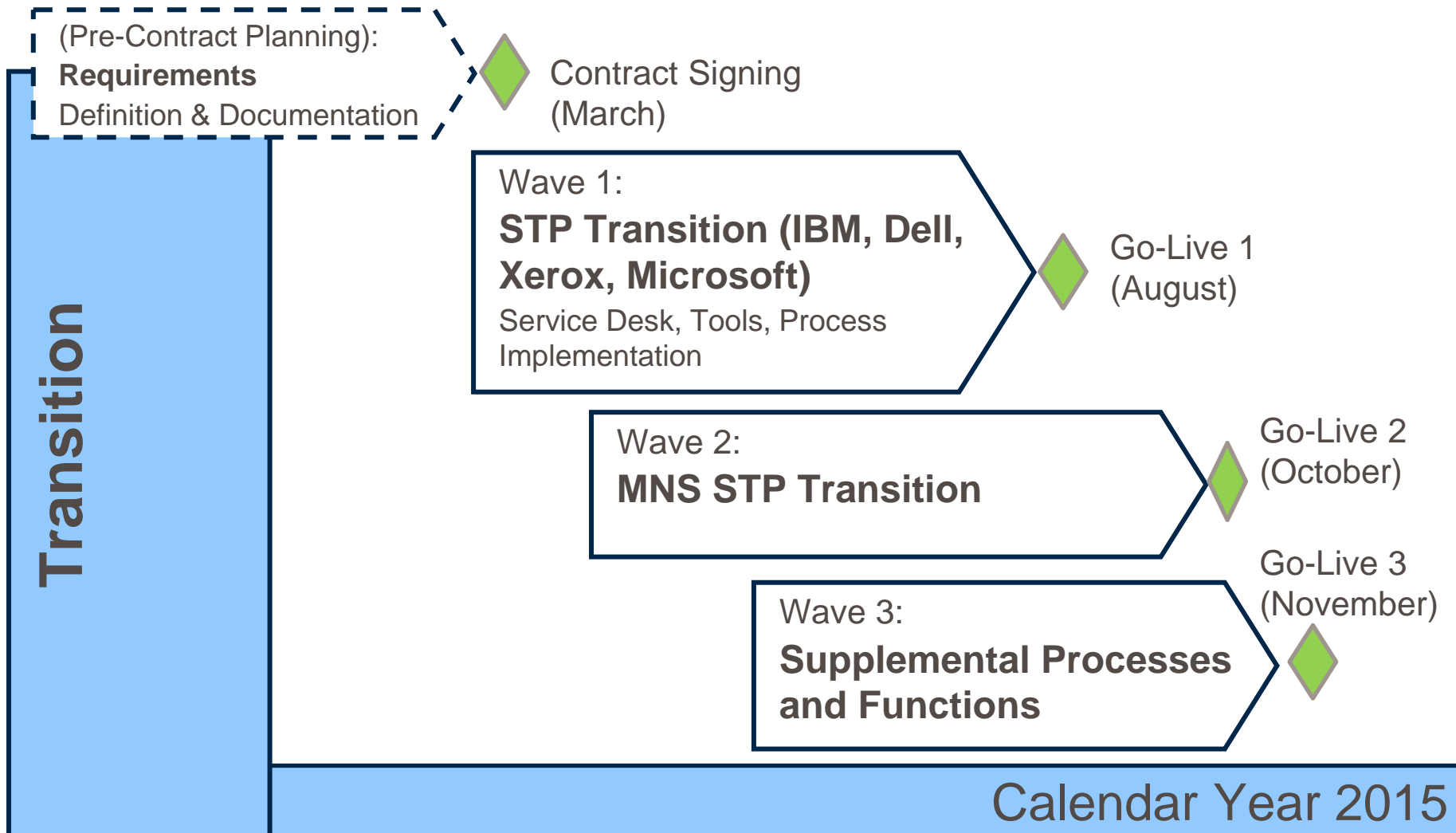*Infrastructure Contract (IBM)*

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 Transition

MSI Transition Workstreams

Workstream	Description
Incident, Problem and Change (IPC)	Implementation of processes and training for the management of Incidents, problems and changes
Asset & Configuration (SACM)	Management of equipment, software, and applications related asset data and relationships
Service Performance & Reporting (SP&R)	Implementation of consistent Service Level and Operating Level measurement and reporting
IT Financial Management (ITFM)	IT financial management (Bill of IT) for the in-scope services
Service Request Management (SRM)	Implementation of tailored processes for the management of IT service requests
Service Management Manual (SMM)	Implementation of a Service Management Manual that codifies SI processes and procedures
Portal	An SI portal providing access to the SMM and the SI Toolset
Training	A set of SI training content leveraging the training platform
SI Tools	Build of the core infrastructure, applications, and interfaces required for the SI Program
Agency Relationship Management (ARM)	Management of the relationship between the SI program and the agencies with the CRMs
Transition Governance	Establishment of a transition governance structure that aligns with GETS governance processes
Information Risk Management (IRM)	Establishment and management of an information security management system
PMO, Portfolio & Strategy	Implementation of a structured framework for portfolio, program and project management
Service Desk	Single point of contact for all users from GTA and their agencies

Transition Timeline

(Pre-Contract Planning):
Requirements
Definition & Documentation

Contract Signing
(March)

Transition

Wave 1:
STP Transition (IBM, Dell, Xerox, Microsoft)
Service Desk, Tools, Process Implementation

Go-Live 1
(August)

Wave 2:
MNS STP Transition

Go-Live 2
(October)

Go-Live 3
(November)

Wave 3:
Supplemental Processes and Functions

Calendar Year 2015

WIGs – Workstream Input Groups

Strategic
Engagement
- Agency Rel Mgmt
- Governance
- Info Security
- Ongoing Programs
- Strategy

Supporting
Environment
- Portal & Tools
- Chargeback
- CMDB
- Reporting
- SMM
- Training

Operations
Delivery
- PMO, Project & Portfolio
- Service Requests
- Provisioning
- Incident, Problem, Change
- Service Desk

Tuesday	Wednesday	Thursday

Procurement Update

- **Managed Network Services – 1 (Data Network and Voice Services)**

- **Managed Network Services – 2 (Cable & Wiring and A/V Conferencing)**

Managed Network Services – 1 Milestones

Completed

- February 23: RFP Amended responses submitted by each of the potential service providers
- February 24 – March 5: Amended responses evaluated by team
- March 13: Down-select communication delivered

Upcoming

- Contract negotiation sessions
- Contract document finalization
- Notice of Intent to Award (NOIA)
- Notice of Award (10 calendar days after NOIA)
- Contract signing

Managed Network Services – 2 Milestones

Completed

- March 2015: Conducted provider sessions for each workstream
- April/May 2015: Finalized Statement of Work for each workstream

Upcoming

- On-boarding guidance sessions
- Service agreement negotiation sessions
- MNS-2 providers on board

Cyber Defender

- Security exercise brought together state and federal partners involved in promoting cyber preparedness.

- Hosted jointly by the Georgia Emergency Management Agency/Homeland Security, Georgia Department of Defense and GTA.

- April event was first of its kind for Georgia; future events planned to foster greater coordination across entities.

2015 Technology Summit

- Hosted by GTA on May 11

- Focused on sharing information to advance citizen services

- Featured nationally prominent speakers and targeted breakout sessions

- Attended by more than 200 participants representing 59 state and local government organizations

- Generated positive response

Georgia Digital Government Summit

- September 22-23, 2015

- Westin Buckhead Hotel

- Opportunity for agency IT and business leaders to learn and share information about new technologies and trends and their implications for government

- Technology Innovation Showcase Awards Presentation

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