

GTA Board of Directors

September 6, 2012

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

- Call Meeting to Order
- Welcome
- TeamsWorks (PeopleSoft)
- Financial Update
- Provider Panel Discussion
- IT Transformation and Performance Update
- Enterprise Application Policy
- Closing and Adjournment

TeamWorks (PeopleSoft)

Alan Skelton

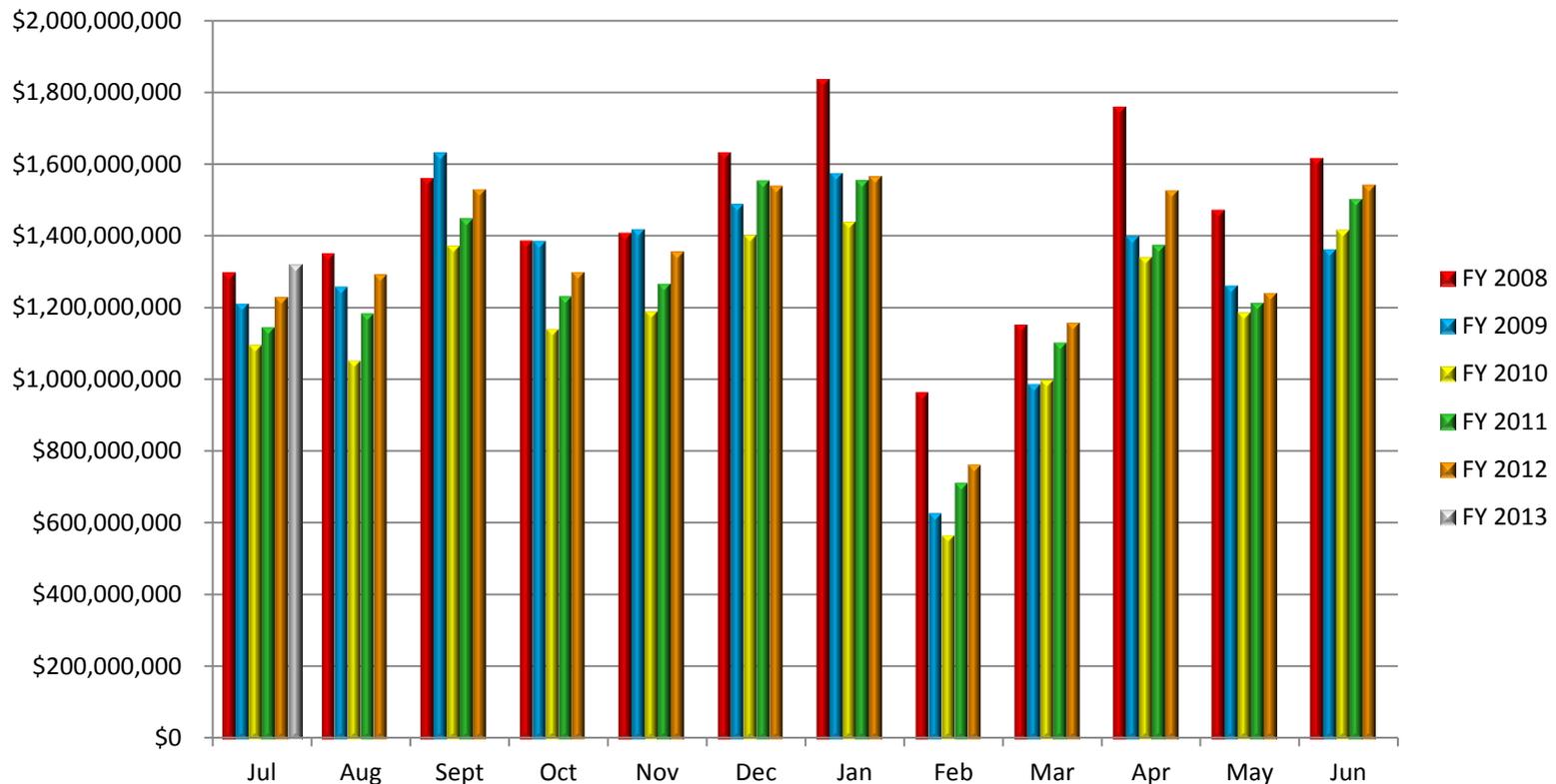
State Accounting Officer

Financial Update

Joe Webb

GTA Deputy Executive Director

State Revenues: FY 2008 to FY 2012



FY 2012 revenues were 4.8% higher than the prior fiscal year

FY 2012 Budget Update

	FY12 Budget	FY12 Variance	FY12 Final Expenses
REVENUES:			
State Appropriated Funds	\$0	\$0	\$0
GTA Administrative Fees	\$13,739,909	\$256,950	\$13,996,859
GETS Revenues	\$171,448,167	\$10,268,358	\$181,716,525
Data and Retained Services Revenues	\$42,728,647	\$354,202	\$43,082,849
TOTAL REVENUES:	\$227,916,723	\$10,879,510	\$238,796,233
EXPENSES:			
Personnel	\$21,998,587	(\$2,003,516)	\$19,995,071
GTA Operations	\$28,541,348	(\$4,830,870)	\$23,710,478
GETS Contract	\$171,291,166	\$8,915,021	\$180,206,187
TOTAL EXPENSES:	\$221,831,101	\$2,080,635	\$223,911,736
Budget Basis Surplus/ (Deficit)	\$6,085,622		\$14,884,497

FY 2013 Budget

Budgeted Revenues:

State Appropriated	\$0.00
GETS Revenues	\$182,747,355.00
GTA Administrative Fee	\$14,089,821.00
Data Sales & Retained Services Revenues	\$42,921,798.00

Total Revenue	\$239,758,974.00
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Budget Expenses:

Personnel	\$22,363,502.00
GTA Operations	\$26,907,667.00
GETS Contract	\$182,747,355.00

Total Budget	\$232,018,524.00
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Budget Basis Surplus/ (Deficit)	\$7,740,450.00
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Financial Summary

- **State revenues continue to improve – 4.8% higher in FY 2012**
- **GTA Operating Revenue from Data Sales increase**
 - 12.4% higher in FY 2012
- **Continued improvement of invoice collections**
 - Average A/R turnover FY 2012 @ 48 days
- **GTA Operating Reserve Balance**
 - \$21.8 million end-of-year reserve balance FY 2012
 - \$25.2 million projected end-of-year reserve balance FY 2013
 - \$19 million average monthly operating expenses
 - \$22.3 million in potential liabilities
 - Federal government payback - \$18 million
 - GTA FY 2013 transfer to State Treasury - \$4.3 million

Provider Panel Discussion

- Dean Johnson, GTA Chief Operating Officer
- Ed Potts, IBM, Director and Senior Delivery Project Executive
- Jeannie Gustafson, AT&T, Regional Vice President, Georgia Government, Education and Medical

IT Transformation and Performance Update

Dean Johnson
GTA Chief Operating Officer

Agency Matrix: Transformation Services Completion Tracking

Transformation Services										
	AD Migration	eMail 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	07/19/11 - 10/15/13	03/15/13 - 07/12/13	9/15/2014 - 12/11/14	06/03/13 - 08/27/14	03/27/12 - 08/15/13	07/08/13 - 10/25/13	09/20/12 - 11/02/12
DCH	07/12/10 - 12/24/12	04/01/11 - 01/18/13	08/15/11 - 01/21/13	07/19/11 - 06/27/13	11/12/12 - 02/14/13	N/A	N/A	02/20/12 - 07/09/13	07/15/13 - 10/18/13	09/18/12 - 10/12/12
DPH	N/A	N/A	08/15/11 - 04/17/14	07/19/11 - 10/16/13	03/23/13 - 07/12/13	07/10/14 - 09/03/14	07/31/12 - 08/14/14	04/02/12 - 09/13/13	07/08/13 - 10/18/13	C 08/06/2012
DDS	C 4/29/2011	C 3/30/2012	C 5/8/2012	C 9/7/2011	C 8/22/2011	12/20/11 - 10/18/12	N/A	C 9/3/2010	08/05/13 - 11/15/13	10/15/12 - 10/16/12
DHS	N/A	N/A	02/09/12 - 03/06/14	07/19/11 - 04/04/13	06/19/12 - 12/24/12	02/07/14 - 12/31/14	07/31/12 - 9/29/14	05/07/12 - 12/13/13	01/07/13 - 11/01/13	07/19/12 - 09/20/12
DJJ	C 4/29/2011	C 9/30/2011	C 4/25/2012	C 3/1/2012	C 12/31/2011	C 6/13/2011	N/A	C 8/27/2010	04/09/12 - 10/05/12	08/06/12 - 11/02/12
DNR	N/A	N/A	08/15/11 - 11/19/12	08/01/11 - 11/26/12	C 08/17/2012	02/03/12 - 03/08/13	01/27/12 - 03/29/13	08/06/12 - 02/04/14	04/09/12 - 11/7/12	C 05/24/2012
DOAS	06/21/10 - 01/23/13	07/18/12 - 02/13/13	12/01/10 - 01/31/13	C 06/07/12	C 6/1/2012	06/30/11 - 03/15/13	N/A	11/05/12 - 05/01/14	08/05/13 - 11/15/13	10/12/12 - 10/15/12
DOR	C 6/04/2012	C 07/27/2012	C 4/13/2012	C 1/17/2012	C 8/1/2011	07/13/12 - 10/24/12	N/A	02/04/13 - 09/12/14	08/12/13 - 11/22/13	10/16/12 - 10/18/12
GBI	01/09/12 - 09/06/12	06/17/11 - 10/9/12	03/31/11 - 01/21/13	07/19/11 - 01/08/13	07/10/12 - 11/23/12	05/25/12 - 12/07/12	N/A	01/06/12 - 02/12/13	07/22/13 - 11/15/13	10/16/12 - 10/18/12
GDC	N/A	N/A	12/30/10 - 05/09/13	07/19/11 - 06/12/13	05/24/12 - 09/18/12	08/22/11 - 11/8/13	07/31/12 - 09/25/13	09/03/12 - 03/07/14	04/23/12 - 04/26/13	C 07/24/2012
GOV	C 5/29/2012	C 05/31/2012	C 06/28/2012	C 8/12/11	C 07/27/12	05/22/12 - 08/17/12	N/A	C 12/31/2010	N/A	N/A
GTA (incl. OST, GAA)	06/15/09 - 03/29/13	03/11/10 - 04/16/13	08/15/11 - 03/04/13	C 2/27/2012	C 1/4/2012	03/21/11 - 05/15/13	N/A	12/03/12 - 06/20/14	07/02/12 - 10/5/12	09/05/12 - 10/12/12
OPB	C 9/6/2010	C 4/28/2011	C 4/18/2012	C 7/8/2011	C 7/8/2011	C 3/15/2012	N/A	C 9/10/2010	11/15/12 - 03/01/13	11/15/12 - 03/01/13
SAO	02/03/10 - 03/27/13	09/07/12 - 04/16/13	N/A	C 12/16/2011	C 12/16/2011	11/07/11 - 05/15/13	N/A	N/A	02/11/13 - 05/24/13	10/18/12 - 10/19/12
TOTAL COMPLETE	5	5	5	8	9	2		4		3

C = Complete

□ = Not Started Yet

□ = In Progress

□ = Change since last presentation

Transformation/Operations Update

June 2012

Metric description	# completed in June	# planned in June	# Completed out of total	Total # in scope	GTA Health Indicator	Trend	Comment
IBM Lead Programs							
Server Consolidation (SCON)					G		
SCON - # of servers migrated	0	0	132	1048			
SCON - # of application affinity migrations	0	0	31	47			
Active Directory (AD)					G		
# of users migrated	9	12	6523	~41,000			Total scope includes Novell agencies

Legend:

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

Transformation/Operations Update

June 2012

Metric description	# completed in June	# planned in June	# Completed out of total	Total # in scope	GTA Health Indicator	Trend	Comment
IBM Lead Programs							
EMAIL					G		
# of mailboxes migrated	116	116	4859	41,386			Total scope includes Novell agencies
# of BES users migrated	8	8	144	3069			Total # of BES users is decreasing
FILE Services					G		
# of sites transformed	0	0	0	487			

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Transformation/Operations Update

June 2012

Metric description	# completed in June	# planned in June	# Completed out of total	Total # in scope	GTA Health Indicator	Trend	Comment
IBM Lead Programs							
MALWARE					G	↔	
# of servers	97	46	839	1740			
# of workstations	585	385	7,251	24,845			
EUC Refresh					R	↔	
# of workstations refreshed	623	678	18,078	35,903			Overall program completion at 50%.
Server Currency					G	↔	
# of servers refreshed	42	12	345	367			Baseline for Total # in scope increasing for 2012 from 95 to 166. New total will be 438 on July report.

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Transformation/Operations Update

June 2012

Metric description	# Completed out of total	Total # in scope	GTA Health Indicator	Trend	Comment
IBM Lead Programs					
Tool Deployment & Monitoring			Y	↔	
# workstations w/DDM & verified	22,008	35,303			New program to improve DDM deployment started 6/21 and resulted in 1,005 additional assets reporting DDM data.
# Servers w/Tools & Monitored	70%	2303			Novell Tools Deployment project under way; increase in total # of in-scope servers and increase in total servers monitored.

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Transformation/Operations Update

June 2012

Metric description	# completed in June	# planned in June	# Completed out of total	Total # in scope	GTA Health Indicator	Trend	Comment
AT&T Lead Programs							
IP Re-addressing					G	↔	
# of Subnets remediated	1	4	44	55			
LAN/WAN Refresh Program					Y		
LAN/WAN - # of Sites refreshed	43	64	712	1340		↔	
LAN/WAN - # of Firewalls Decommissioned	15	45	349	786		↔	

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Transformation/Operations Update

June 2012

Metric description	# completed in June	# planned in June	# Completed out of total	Total # in scope	GTA Health Indicator	Trend	Comment
AT&T Lead Programs							
Voice Refresh Program					G		
PBX System	1	1	5	27			
Key System	14	17	253	480			
Centrex phone sets	1,219	1,600	16,595	45,000			

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Transformation/Operations Update

June 2012

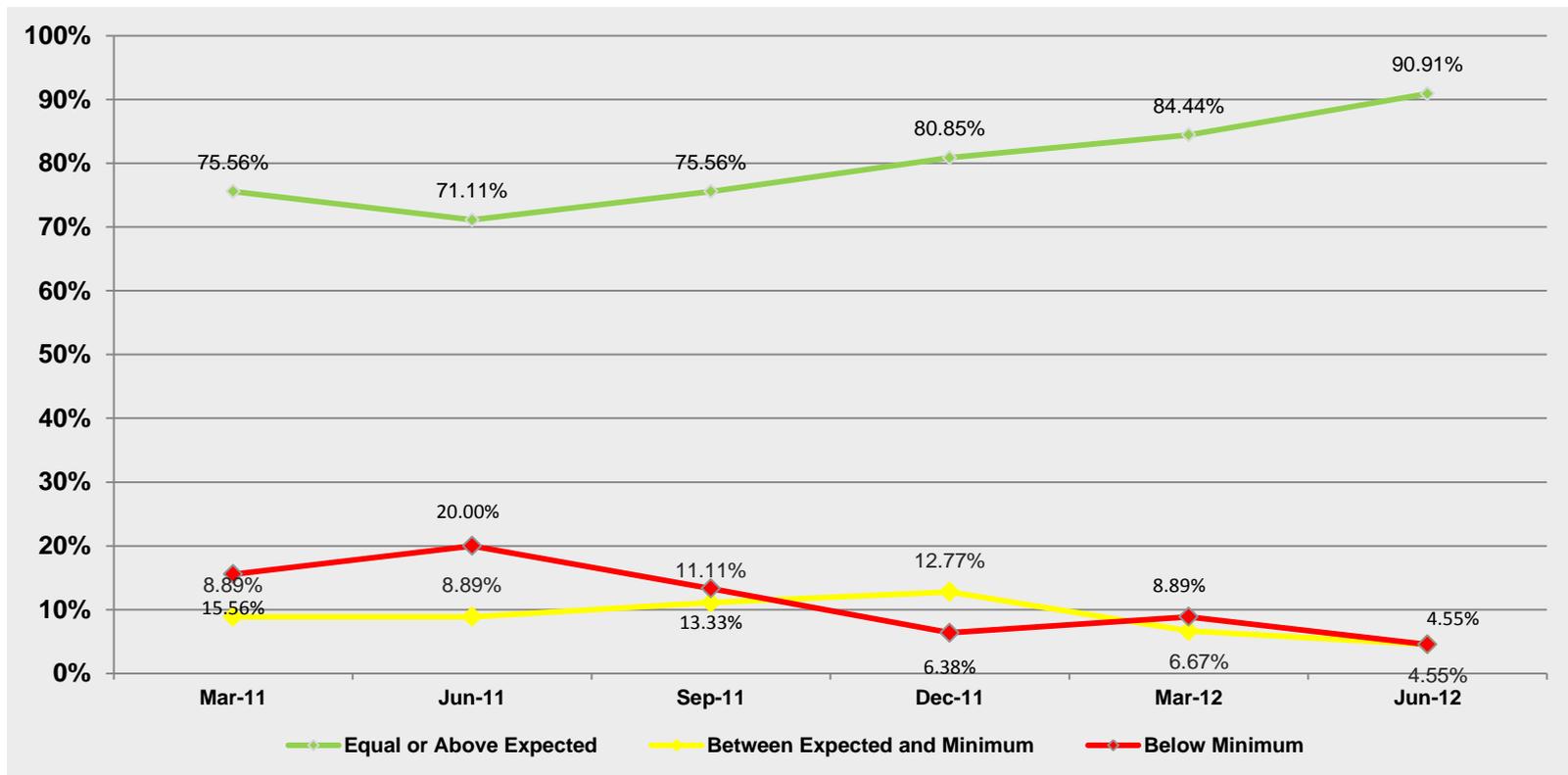
Metric description	# completed in June	# planned in June	# Completed out of total	Total # in scope	GTA Health Indicator	Trend	Comment
AT&T Lead Programs							
Hosted ICS / Hosted Contact Center					G		
Agencies	1	1	2	18			
Basic Seats	10	10	10	555			
Premium Seats	15	15	15	124			

Legend:

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- Yellow** - Issues but plan in place to address/tracking
- Red** - Major issue, no approved plan

SLAs Quarterly Performance Trend

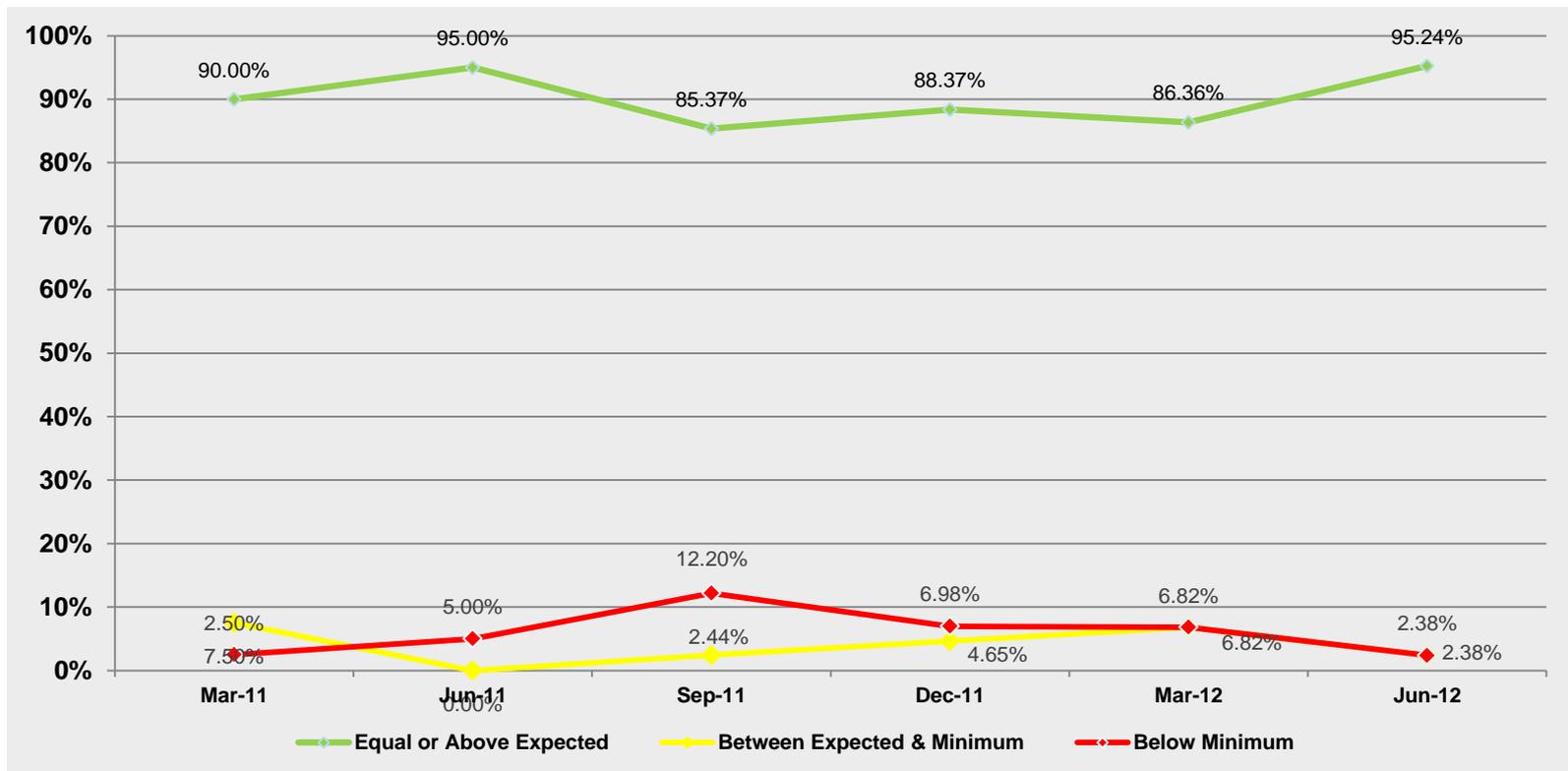
IT Infrastructure Services



Note: These are quarterly percentages.

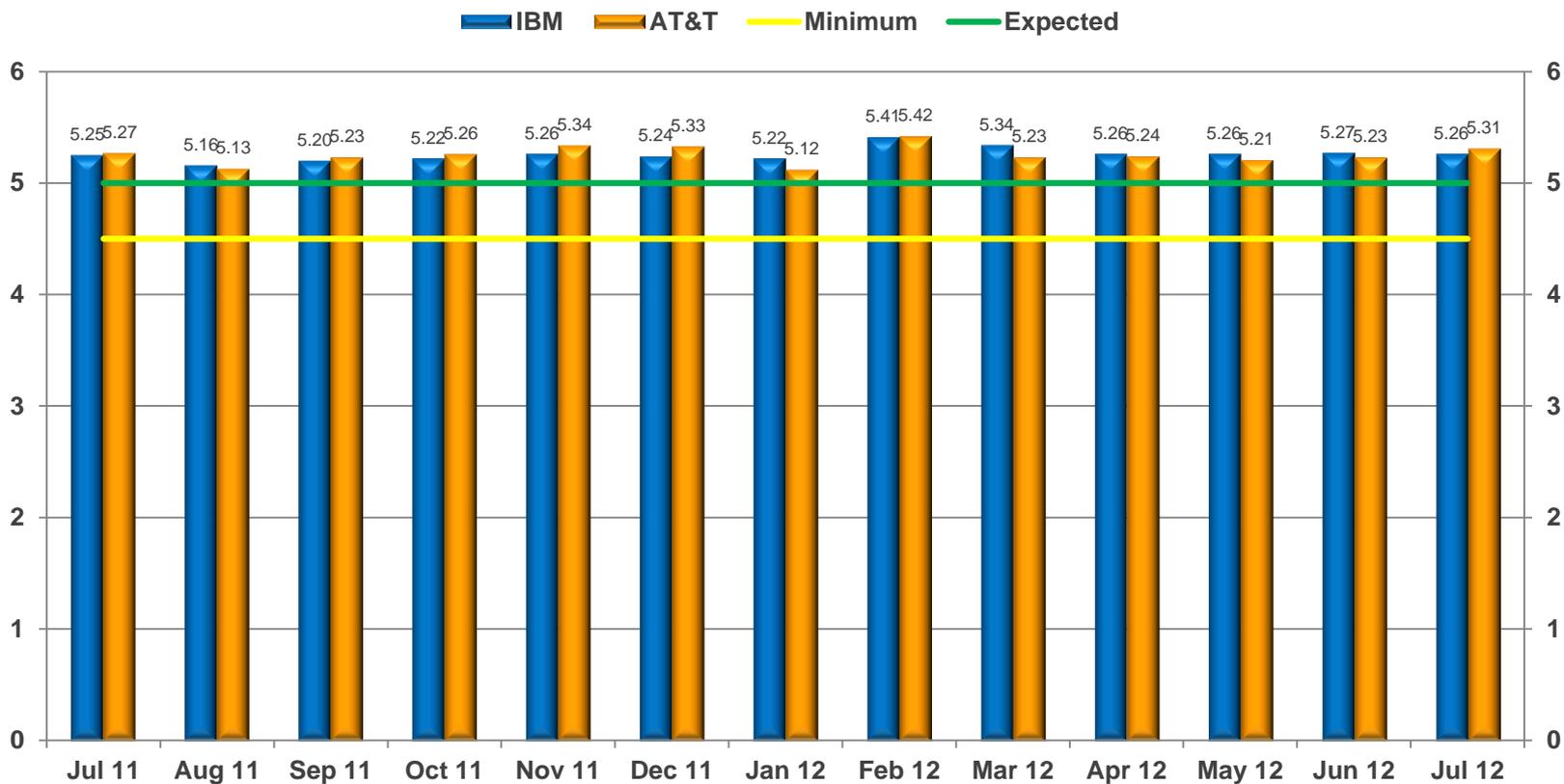
SLAs Quarterly Performance Trend

Managed Network Services



Note: These are quarterly percentages.

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

- 416 surveys received in July 2012
- 25.9% response rate

Enterprise Application Policy

Tom Fruman

Director, Enterprise Governance and Planning

Enterprise Application Policy

- **GTA proposed a new policy on Enterprise Applications at March 2011 Board meeting**
- **Recommended action:**
 - Review/approve policy to provide State CIO with the authority to designate an enterprise application and to establish standards for governance over enterprise applications
 - Will improve transparency for participating agencies
 - Will provide structured process for setting priorities
 - Will identify opportunities to contain costs
 - Will allow host agencies to elevate enterprise needs

Enterprise Application Policy

- **Definition of Enterprise Application**

- “Those business applications which support the business functions of multiple state agencies and warrant transparent, integrated governance due to complexity of the needs of the stakeholder agencies and criticality to state operations.”

- **Examples**

- Accounting/HR (PeopleSoft)
- Case management
- Document imaging
- Data warehouse
- Grant management
- Electronic health records
- Web portal

Closing and Adjournment