

Georgia 2020 Enterprise IT Strategy



Strategic Technology Priorities 2-3

GTA's Mission and Vision.....4

Upcoming Events & Publications4

Governor's Goals

- Educated
- Mobile
- Growing
- Healthy
- Safe
- Responsible & Efficient

Planning Technology Today to Meet Business Challenges Tomorrow

Georgia IT Road Map

Technology Pillars

- Business processes
- Data management
- Security
- Applications
- Infrastructure

Strategic Opportunities

- Cloud-based sourcing
- Workforce mobility
- Citizen access
- Shared services

Enablers

- IT workforce
- Funding

As information technology continues to evolve, it becomes even more deeply woven into the delivery of state services. Looking toward the rest of this decade, we see definite trends.

First, our dependency on technology will require us to develop a comprehensive strategy toward mobile computing, especially as constituents increasingly use smartphones and tablets to access information and services. At the same time, mobile computing can provide state agencies and their employees with more flexible, productive and cost-effective ways to work.

Second, managing data as an asset will become more critical. New tools for data analysis are making it easier and more essential for state leaders to use their data in reaching decisions about agency operations, service delivery and public policy.

Third, the state's technology workforce will continue its shift from managing technology equipment to managing service providers and data. The trend is already evident in the state's IT transformation and consolidation initiative. We are experiencing a dramatic change in how agency business leaders view technology. IT is shifting from a

supply-based approach to a consumption-based service, often referred to as Technology as a Service with public or private cloud computing as a prominent example. State agencies will continue to find Technology as a Service attractive because it provides more predictable pricing, more flexible support models and, most importantly, more reliable technology services.

The growth in mobile computing, data as an asset and Technology as a Service means our need to secure data will grow. We also need to ensure the reliability of our data, in terms of access by the right people at the right time and in quality and consistency.

Innovative approaches to managing technology services and data will clearly be necessary. To quote Albert Einstein, "We cannot solve our problems with the same thinking we used when we created them." We'll need to collaborate more closely, share information more readily and better align our work to achieve the state's strategic goals for the current decade.

Calvin Rhodes
State CIO
GTA Executive Director

Technology Planning Philosophy: LEAN

Leverage existing technology and solutions toward shared services to enable the greatest value for the investments in technology:

- Utilize common state portal for citizen access
- Utilize enterprise data bus for data sharing

Enable business processes with technology solutions, resources, skills and staffing to support of business needs:

- Match need and skills to job and pay
- Identify and mitigate risks to the business
- Enable business through technology

Align business needs with technology solutions:

- Coordinate business strategies and integrated technology solutions and services
- Create sourcing strategies to provide timely acquisition and provisioning of solutions

iNnovate emerging capabilities with long-term business needs:

- Create responsive and flexible approaches to working with agencies and citizens to collaborate and facilitate new approaches to business problems
- Use industry best practices to promote and advocate innovation to achieve maximum business benefit on all technology investments

Mobility—Empowering the Workforce

Mobility technologies are continuing to evolve in the industry. This evolution is challenging us to incorporate new capabilities and functionality into our current workforce business processes. Smart devices are becoming more prevalent and merit consideration as part of the state's long-term strategy.

Key focus areas:

- Enabling a more mobile state workforce where appropriate
- Leveraging new mobility technologies to increase business efficiency
- Modifying business processes to enable implementation of new technology

Citizen Access to Services

More than at any other time in our state's history, citizens today are demanding more effective and efficient ways to interact with their state government. Social media, smart phones, tablets and other devices are opening up additional communication channels for engaging citizens. Our charge as state business and technology leaders is to make citizen access to government easier.

Key focus areas:

- Grow online self-service
- Mobile first: Improve the accessibility and usability of information
- Enable new and creative ways to support social enterprise

Innovation

Innovation can drive improvement and change in how government services are provided. The business challenges facing the state today will require meaningful innovation—not change for change sake, but to address issues, including strained budgets, an aging workforce, end-of-life assets and more. To ensure the right technology is ready to meet these ever-changing business demands, innovation will be a top priority.

Key focus areas:

- Identifying and prioritizing business areas of opportunities
- Leveraging and sharing agencies' wins and successes
- Funding

Technology as a Service

State agency business leaders are making decisions regarding the best way to provide services to citizens. As they focus on their core business, technology is rapidly changing around them, enabling better solutions. To leverage these opportunities, the state is exploring the ability to deploy these types of business services to meet agency needs and better serve citizens.

Key focus areas:

- Reliability and sustainability
- Fast provisioning: Providing just-in-time service delivery (cloud hosting)
- Use of industry best practices

Managing Data as an Asset

Business data is one of the state's most critical assets. The state must find ways to maximize the use of data to enhance citizen access and operational efficiency.

Key focus areas:

- Securing data
- Sharing data
- Ensuring privacy of data

Evolved Funding/Business Model

Continuing budget constraints heighten the need for agencies to have a clear understanding of their technology expenditures. GTA is working with OPB and agencies to look at new ways for agencies to consume and pay for services.

Key focus areas:

- Unbundling of services
- Revised costing methods
- New customers

Current Industry Trends

Business Drivers

According to Gartner, scarce resources in the future will not just be monetary; human resources will be scarce as well. Tight budgets will also continue in the near future. Hard decisions will need to be made to address:

- Aging workforce
- Adapting to next-generation workforce
- External and internal security threats
- Demand for external access to information

Technology Drivers

Gartner also notes the four areas of technology that will be disruptive in the future:

- Mobility
- Information (data)
- Cloud services
- Social media

In 2012, the National Association of State CIOs (NASCIO) listed the top 10 priorities for CIOs:

- Consolidation/optimization
- Cloud services
- Security
- Mobile services/mobility
- Budget and cost control
- Shared services
- Health care
- Legacy modernization
- Public safety broadband
- Disaster recovery/business continuity



GTA's Mission

To provide technology leadership to the state of Georgia for sound IT enterprise management

GTA's Vision

A transparent, integrated enterprise where technology decisions are made with the citizen in mind

Technology In Georgia — References

- **Annual State IT Report**
<http://gta.georgia.gov/annualreport/>
- **State of the Industry Report: Technology In Georgia**
<http://www.tagonline.org/resources/state-of-the-industry-report/>
- **Georgia Science & Technology Strategic Plan Joint Study Commission Final Report**
<http://scitechplan.georgiainteractive.net/>
- **Government Technology: Digital States Survey Results 2012**
<http://www.govtech.com/policy-management/2012-Digital-States-Survey.html>
- **OPB Budget Planning Instructions**
http://opb.georgia.gov/sites/opb.georgia.gov/files/related_files/site_page/FY%202014%20AOB%20Instructions.pdf
- **DOAS Procurement Guide**
http://www.doas.ga.gov/StateLocal/SPD/Docs_SPD_Official_Announcements/GeorgiaProcurementManual.pdf

Upcoming Events and Publications

- **Annual Enterprise IT Summit — November 2013**
This is an annual event sponsored by GTA to bring agency business and technology leaders together to discuss the alignment of technology to common agency business problems.
- **Implementation of STARR Enterprise IT Reporting Tool**
The current enterprise IT report tool, ITGR, is being replaced with a SaaS application known as STARRS. It will be implemented prior to the end of FY13 and will provide additional functionality to agency users.
- **Publication of the Enterprise IT Strategic Plan 2020 — January 2014**
The creation of the Enterprise IT Plan 2020 is currently under way. In partnership with agency technology and business leaders, GTA has outlined a strategic direction that will help to prepare the state for next-generation technology and business challenges.
- **Publication of the Annual Statewide IT Report 2013 — January 2014**
The Annual Statewide IT Report is published in January of each year. The report reflects agencies' business and technology accomplishments for the previous year and how the state is maturing its technology management capability. The report highlights technology expenses, projects and overall enterprise risk.



Georgia Technology Authority

47 Trinity Avenue, S.W.
Suite 600
Atlanta, GA 30334-9006
www.gta.georgia.gov