



Capgemini Public Sector

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State of Oklahoma CIO Assessment Study

October 21, 2010 | Government Modernization Committee

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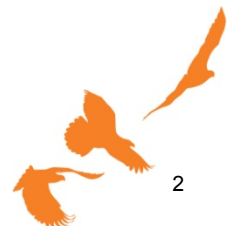
Chief Information Officer

State of Oklahoma



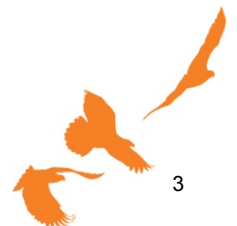
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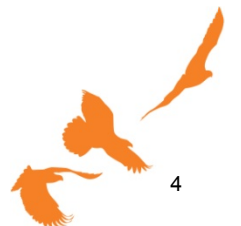
Confirmation of Objectives & Scope

- House Bill 1170 mandates a comprehensive independent study of all technology assets, technology services and telecommunications services used throughout the state with an emphasis on:
 - Finding efficiencies within Information Technologies
 - Overlapping or duplicative services provided by multiple agencies
 - Streamlining / modernizing technology
 - Providing better security practices
 - Create enhanced services and improved processes / practices
 - Identify cost reduction opportunities
 - Improve the quality of technology services provided to the citizens of Oklahoma



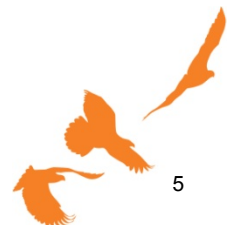
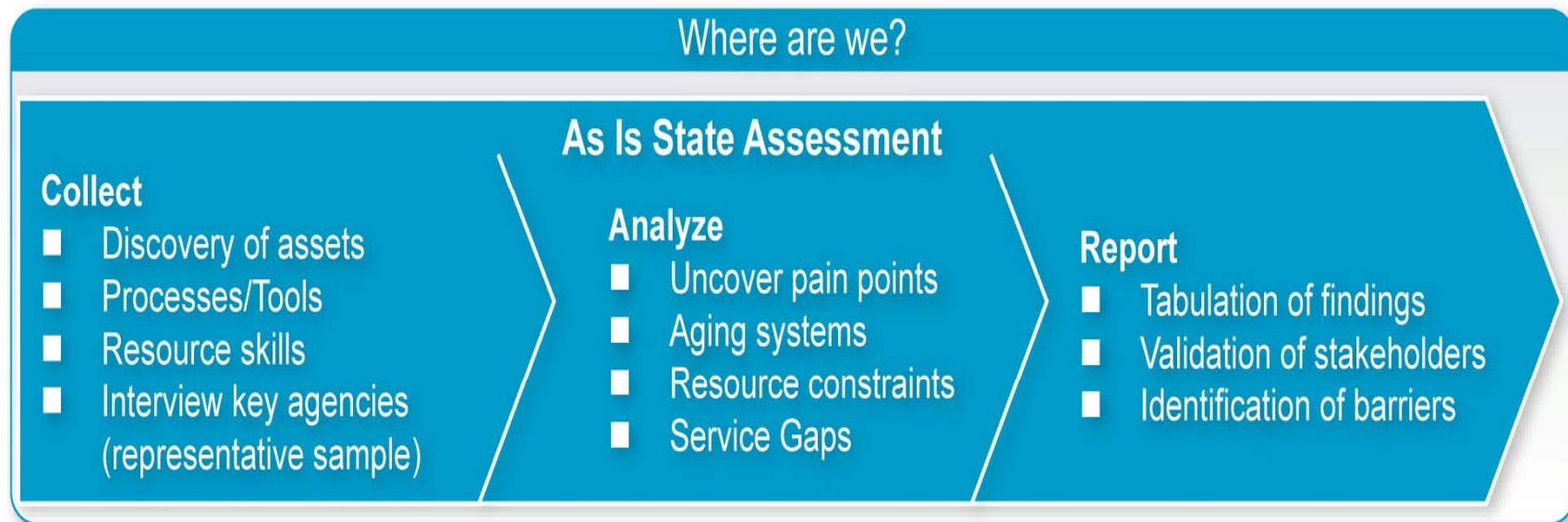
Confirmation of Objectives & Scope

- This assessment includes People, Process, Technology, Services and their Financial impact to the State of Oklahoma
- In order to best blueprint the State of Oklahoma's IT future vision, we will need to develop a mechanism to collect all data elements associated with the current state of IT facilities, IT assets, Technology and services, financial management of IT expenditures and how these services are managed
- All State Agencies are considered "In-Scope" for this study



Approach & Deliverables

Phase 1 – Where are we? (“As Is” Assessment)



Approach & Deliverables

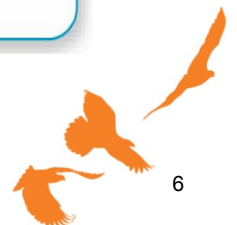
Phase 2 – Where are we going? (Analysis – To Be State)

Where are we going?

To Be State

- **Consolidation.** Assets can be brought together based on compatibility.
- **Virtualization.** Applications can be optimized utilizing less servers.
- **Shared services.** Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) and cloud services can be evaluated.
- **Collaborative.** Users can easily share data and applications.
- **Agile.** Processes are streamlined.
- **Resilient.** The systems are designed for contingency planning and disaster recovery.

- Achieve Business and Technical Goals
- Reduce Cost
- Modernize



Approach & Deliverables

Phase 3 – How do we get there? (Roadmap / Recommendations)

How do we get there?

Roadmap

- **Focused.** Achieving the business and technical goals of the State of Oklahoma sets the State's overall IT strategy, realizing that many additional activities will emerge from our findings.
- **Creative.** Innovative thought leadership will articulate a clear vision to the business and technical stakeholders of the State of Oklahoma.
- **Achievable.** The recommendations proposed can be synthesized into specific task that can be implemented by the State of Oklahoma or Capgemini resources.

- Achieve Business and Technical Goals
- Reduce Cost
- Modernize

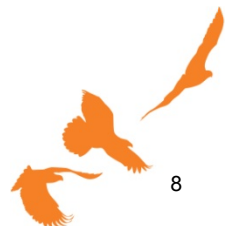


Approach & Deliverables – Phase 1 (Current Phase)

In order to accelerate the identification of benefits for Oklahoma, the study will focus discovery on those items which lend itself to the greatest opportunities for technology and process improvement.

Based on industry best practices the following represents some of the areas of focus:

- Real Estate and Facility Management
- Business Continuity – Disaster Recovery
- Technology – architectural standardization, acquisition & deployment process
- Security Processes and Policies
- Tools and Operating Practices
- Resources and Skills - Harmonization and Utilization
- Consolidation / Virtualization
- Software – Licensing, Maintenance and Support

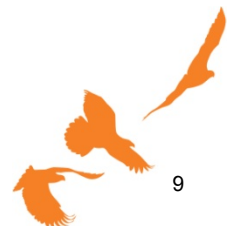


Approach & Deliverables – Phase 1 (Current Phase)

Data Collection – “As-Is” Environment

Two Parallel Paths:

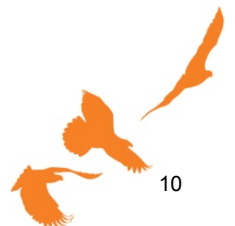
- Manual Data Collection Process
 - Survey, Questionnaires & Templates
- Automated Collection Process
 - BDNA Tool – Automated Discovery of IT Assets
 - Agent-less scan / Non-Intrusive
 - Three Levels of Scan –
 - Each scan level increasing the level of granularity of the technology in use



Approach & Deliverables

BDNA Automated Collection for the following 16 Agencies

- Dept. of Agriculture
- Dept. of Corrections
- Corporation Commission
- Employment Security Comm.
- State Bureau of Investigation
- State Dept. of Health
- Dept. of Transportation
- Office of Juvenile Affairs
- Dept. of Central Services
- Mental Health
- Office of State Finance
- Dept. of Public Safety
- Regents for Higher Ed.
- Dept. of Veterans Affairs
- Dept of Rehabilitation Services
- Dept. of Human Services



Approach & Deliverables – Phase 1 (Current Phase)

Data Collection Survey, Questionnaires & Templates by platform:

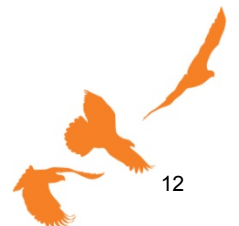
- Data Center Operations
- Telecommunications
- Data Networks
- Security Practices
- Desktop Platforms
- Messaging
- Compute Platforms
 - Client Server Delivery (UNIX, WinTel, Mainframe)
- Storage Systems & Management Practices
- Applications Portfolio
- Database Management Systems
- IT Governance and Processes



Approach & Deliverables – Phase 1 – 3 (In Progress)

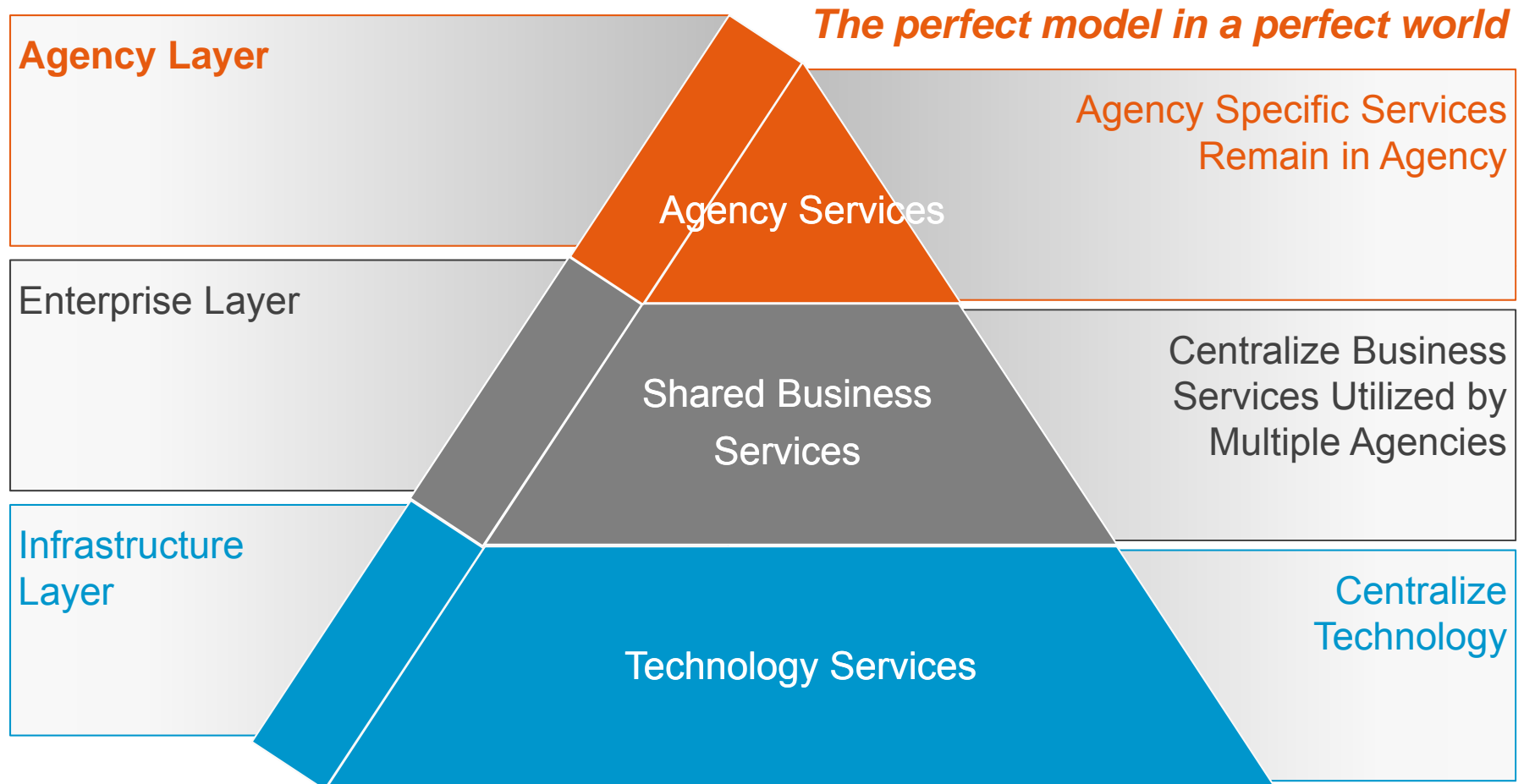
IT Governance Workshops –

- 3 Workshops
 - 1 1/2 days duration / 36 Agencies invited
- Goal – Design and Develop an State Wide - Enterprise Governance Model
- Framework
 - Governance models informal meetings/loose structure vs. structured approach
- Typically there are at least 2-3 governance models for:
 - Application portfolio
 - Server, hardware, infrastructure
 - Desktop
 - Telecommunication
 - Performance measures for governance models



Approach & Deliverables

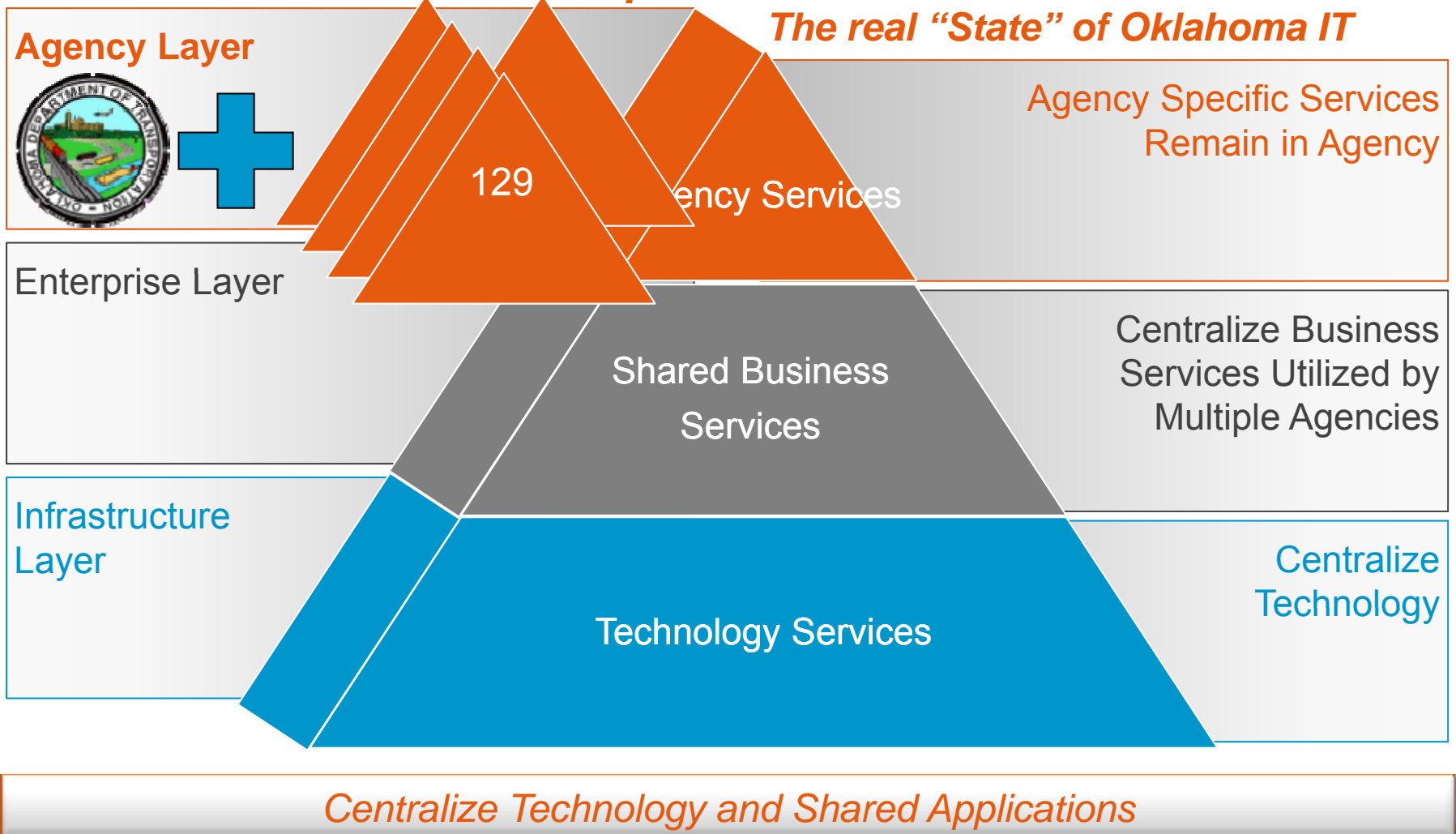
Federated Model of The Enterprise



Centralize Technology and Shared Applications

Approach & Deliverables

Federated Model of The Enterprise



Program and Project Administration

Program Communications:

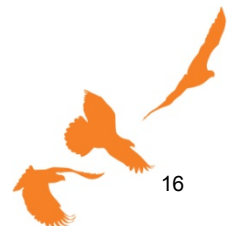
- Office of the CIO Wiki for Department CIO's/IT Directors
 - This will be the more dynamic site with frequent updates as to the progress of the Assessment activities.
- Email Notification to Agency heads
 - This will be a periodic update to the agency heads in summary with significant dates/milestone on a monthly or as needed basis.
- State of Oklahoma Web Portal
 - RFP, Awards, and information that would be of interest to the State constituents at large, such as the citizens, business community, or other interested parties.



Program and Project Administration

Program Communications:

- Daily SCRUM meetings –
 - What was accomplished yesterday?
 - What do you plan to do today?
 - What issues or barriers may impact your accomplishments?
- Weekly Status Report by Tower
 - Progress achieved current reporting period
 - Planned activities next reporting period
 - Past due activities & corrective actions
 - Issues / Risks / Decision and Escalation Notification



Program and Project Administration

Program Communications:

- Weekly Project Team Meeting
 - Review status report
 - Forecast potential impact on other towers or overall timeline
- Weekly Status Report – Audience - Executive Sponsors
 - Communicate overall health check of project
- Weekly Executive Sponsor Team Meeting
- All reports posted to I-Drive and potentially to Wiki



Program and Project Administration

Program Best Practices:

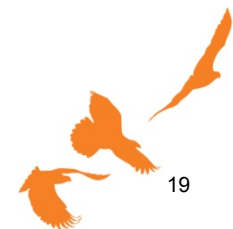
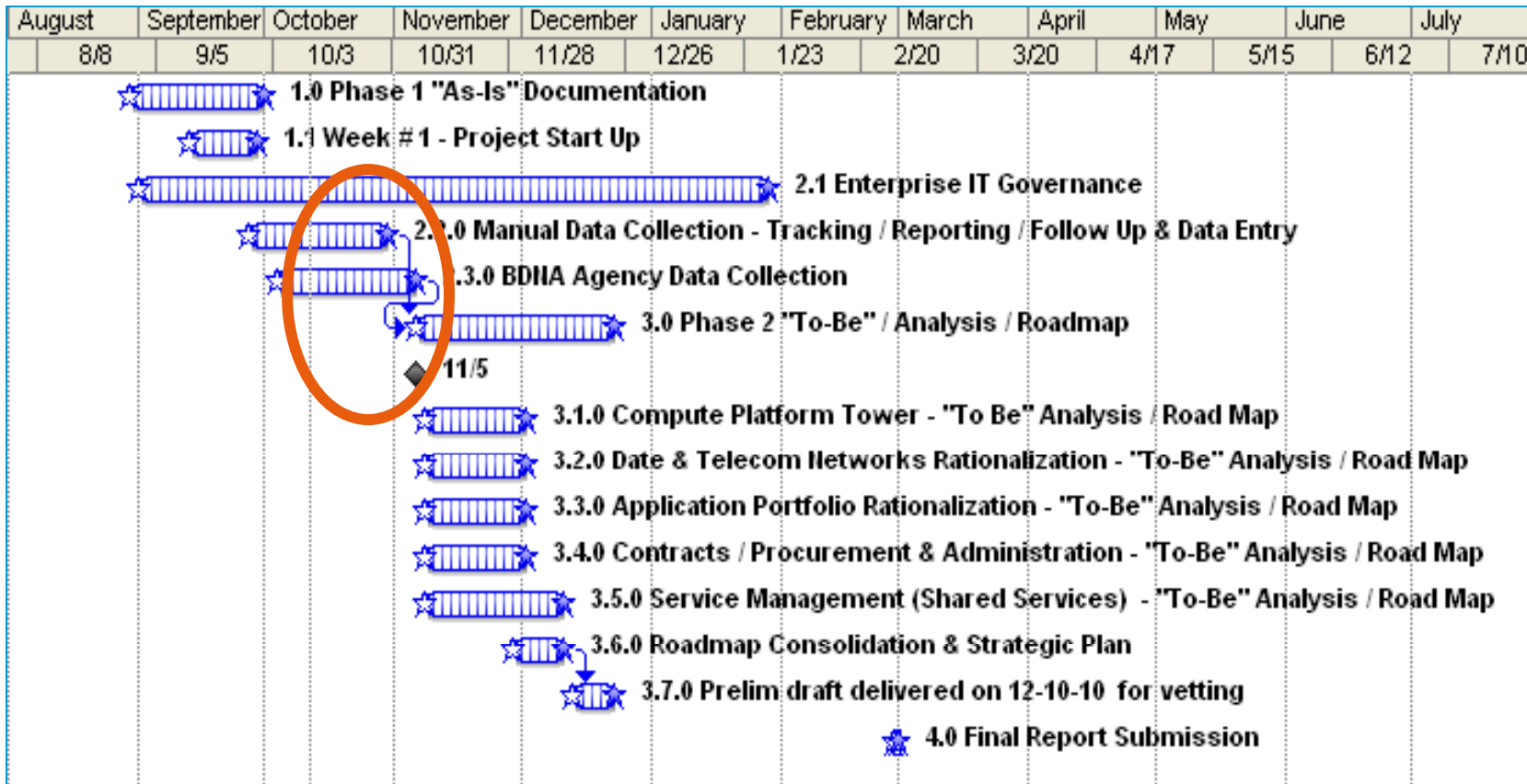
- Standardized Status Reporting Template
 - Stop Light Method by Category
 - Green – Project is on-schedule
 - Yellow – Cautionary, alert that achieving project schedule may be in jeopardy
 - Red – Project schedule will be missed and corrective actions are necessary
- Issues & Risk Logs
 - Recording issues & risks encountered
 - Assign ownership for issue / risk resolution
 - Establish time frame for issue / risk resolution
 - Forecast potential impact on overall timeline
 - Track issues & risks through to closure



Program Timeline & Critical Path



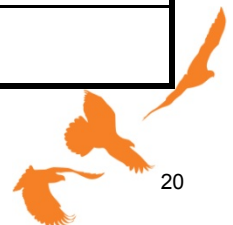
Revised to reflect IT Governance Workshop Schedule Changes



Current Status – 10/15/10



Progress / Deliverables			
Tower Status	Original Target Date	Revised Target Date	Status
• Manual Data Collection Template Finalized & Distributed	09/17/2010	• 10/13/2010	• Completed
• Manual Data Collection – return of survey materials	10/29/2010	• 11/05/2010	
• BDNA Scan (16 Agencies)	10/29/2010	• 11/05/2010	
• IT Governance Planning	10/22/2010	• 01/07/2011	
• Baseline Financial Model	10/22/2010		
• Phase II “To Be Analysis” / Roadmap / Blueprint	12/10/2010		• Not Started
• Preliminary Draft	12/22/2010		• Not Started
• IT Governance Workshops	01/18/2011		• Not Started
• IT Governance Recommendations	01/28/2011		• Not Started
• Revised Draft	01/31/2011		• Not Started
• Final Report Presentation	02/28/2011		• Not Started



Observations to Date

Lack of Technology Standardization Across Agencies:

- Security Standards and Deployment
- Architecture Standards
- Technology Configuration and Deployment
- Document incompatibility between agencies

Cautionary

- Underlying tensions surrounding survey templates
 - Level of detail to be provided
 - Overlap with annual IT inventories submitted each July
 - Time frame to complete survey and return (Critical Path Item)



Questions?

