Information Technology

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STATE OF IOWA

Iowa Department of Administrative Services

DAS

Information Technology Consolidation Update

Prepared For:

Iowa Legislature State Government Efficiency Review Committee

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State agencies have tremendous expertise in technical areas that will be leveraged to create a single technical support structure. Information technology in government has evolved into many silos of excellence throughout the state. Our vision is to combine, re-architect and focus this excellence into one seamless IT model that leverages shared resources to serve government and citizens alike.

Information Technology (IT) Infrastructure Consolidation – Status Report

In support of Senate File 2088, now Chapter 8A.201 of the Code of Iowa, the Department of Administrative Services-Information Technology Enterprise (DAS-ITE) has been working with State agencies to consolidate their IT infrastructure areas. This includes email; supporting an agency's desktops; file and print server support; hosting agency servers in the state's data center and/or moving agency applications onto the state's enterprise virtual server platform (i.e. DAS-ITE Cloud services); backing up data and providing secured storage along with disaster recovery options; and providing a secured network infrastructure to allow agencies to fulfill their mission.

It is intended that consolidation with the State's central IT organization will provide the following benefits:
- ✓ Increase the technical quality and service levels
- ✓ Reduce the overall annual technology expenditures
- ✓ Increase security for sensitive agency data
- ✓ Improve operational consistency and reliability
- ✓ Share applications seamlessly across agency borders
- ✓ Provide access to a greater number of trained technicians
- ✓ Increase end-user satisfaction and more timely service to remote users
- ✓ Provide access to the Internet and State of Iowa Intranet
- ✓ Improve turnaround time for completing system/application enhancements
- ✓ Achieve compliance with enterprise standards
- ✓ Environmental energy efficiencies: fewer devices = less power and cooling

Agency Updates – IT Infrastructure Consolidations (Calendar Year 2011)

A.   *Department of Inspections and Appeals (DIA)*

In April 2011, DAS-ITE began to work with DIA regarding additional consolidations for the following areas: local area network; wireless network; desktop support; file and print; server hosting; data storage and backup services. The majority of the project is expected to be completed by the end of the calendar year. At that time, the full infrastructure consolidation with DIA will be complete.

B.   *Commerce – Iowa Division of Credit Unions (IDCU)*

In June 2011, DAS-ITE began to work with IDCU regarding consolidation for the following areas: local area network; desktop support; email; file and print; server hosting; data storage and backup and application hosting. The full infrastructure and application support consolidate will be complete by the end of November 2011.

C.   *Department of Cultural Affairs (DCA)*

In July 2011, DAS-ITE began to work with DCA regarding additional consolidation for the following areas: local area network; desktop support; file and print; server hosting; data storage and backup and application hosting. The full infrastructure and application support consolidate will be complete by the end of the calendar year.

D.   *Commerce – Iowa Utilities Board (IUB)*

In October 2011, DAS-ITE began to work with IUB regarding additional consolidations for the following areas: server hosting, data storage and backup. The full infrastructure consolidation has started, including server administration and data backups.

E.   *Department of Public Health (DPH)*

During the summer 2011, the Department of Public Health requested DAS-ITE to assess a portion of their network. In October 2011, DPH asked DAS-ITE to perform a total assessment of their infrastructure (network, servers, desktops, file/print, backups, and storage).   This assessment may include cost estimates for each component of consolidation and business analysis to determine the information technology needs of DPH bureaus within the department.

F.   *Iowa Economic Development Authority (IEDA)*

Over the past several months, IEDA has engaged ITE to provide data backup and support for their file server.   DAS-ITE has developed numerous applications for IEDA and provides maintenance as needed. DAS-ITE Network Staff have also completed a wireless installation for IEDA.   A server assessment has been performed and a number of servers have been migrated to DAS-ITE. Only the SQL servers remain to be migrated.

G.   *Iowa Department on Aging (IDA)*

ITE provides IDA with some server hosting, network support, application hosting, and database support, as well as backup and storage. IDA recently indicated that they need support for their remaining services. DAS-ITE is in the early phases of assessing IDA's infrastructure needs and as of November 14, 2011 DAS-ITE is handling all desktop support and service desk calls for IDA.

Email Consolidation Updates

Overview

Prior to consolidation, Iowa had approximately 25,000 e-mail users on 23 email systems, each operated by individual agencies. Today forty-six (46) government entities are supported by DAS-ITE's central email messaging system. In addition, discussions have begun with the Department of Human Services, Department of Transportation (DOT), Iowa Veterans Home (IVH), and Iowa Prison Industries. Pilots are underway with DOT and IVH.
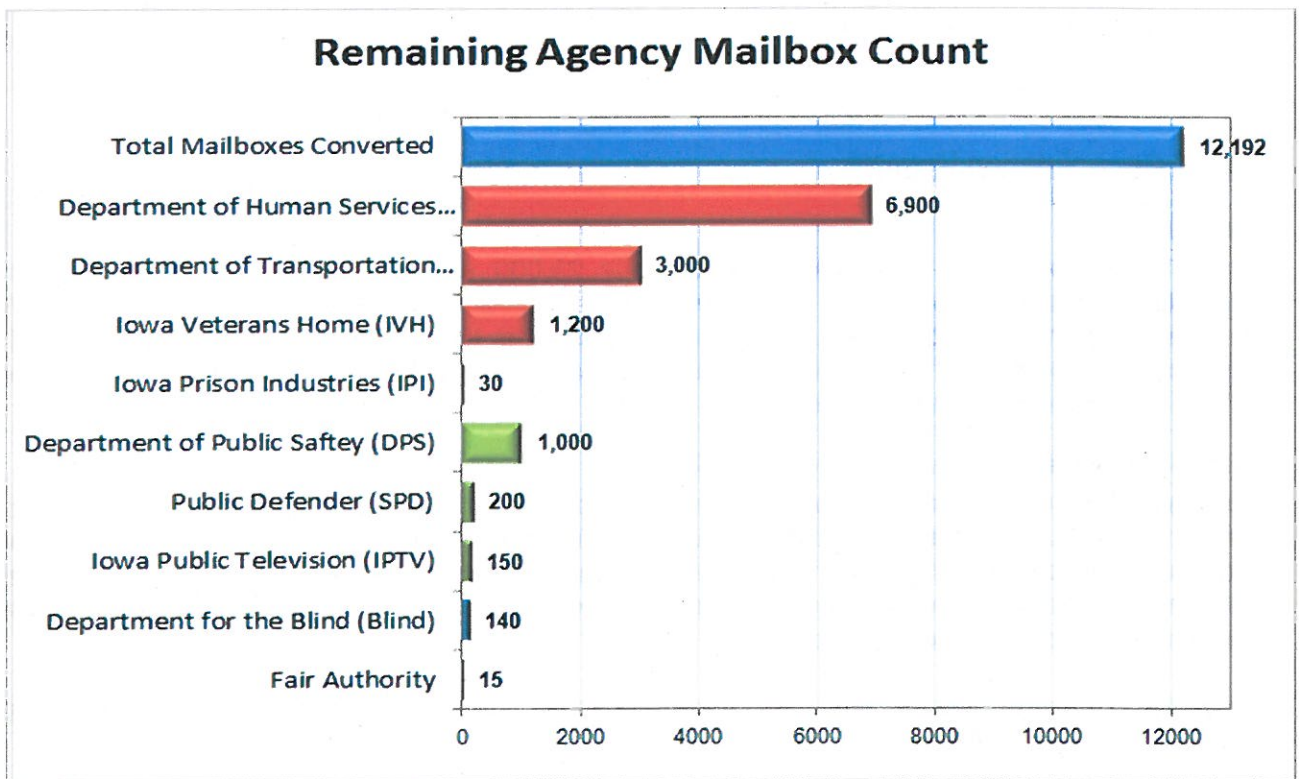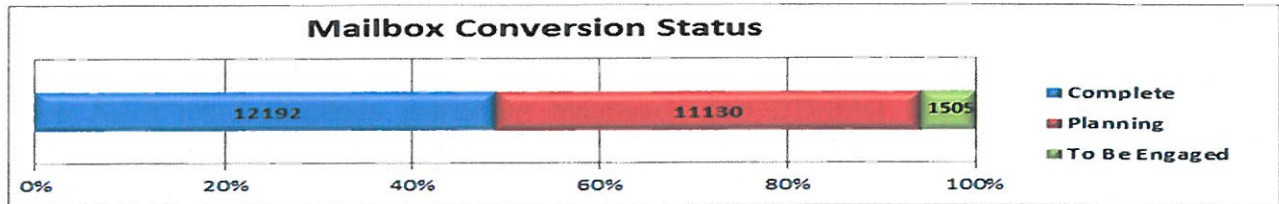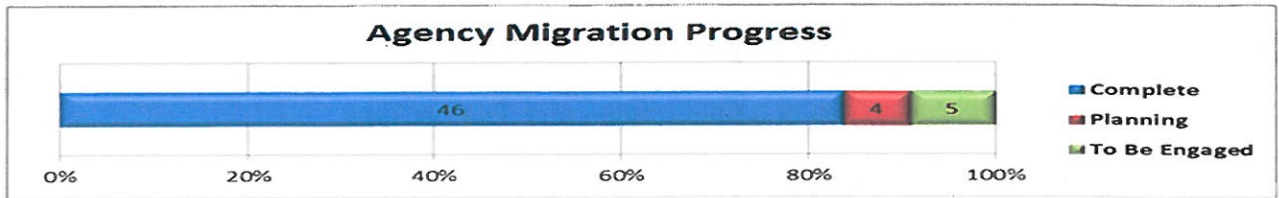
Email and Related Servers Decommissioned

As a result of email consolidation, 55 email related servers are no longer in use to support agency email functions. The majority of these servers had reached end of life. Only a few were repurposed for other uses which offset the need to acquire additional servers and thus expense avoidance. Being able to sunset so many servers also represents future cost avoidance for agencies in hardware, software, network connectivity, energy consumption and staff support.

With the remaining nine (9) agencies to migrate email, there are at least 28 email servers supporting those nine (9) agencies.

Email Consolidation Progress

The following charts detail email consolidation progress. DAS-ITE supports 12,192 mailboxes for the forty-six (46) agencies. DAS-ITE is working with another four (4) agencies to migrate approximately 11,000 additional accounts. Five (5) agencies remain to be engaged to complete the email messaging consolidation process.

Agency Migration Progress

46	4	5

Legend: ■ Complete ■ Planning ■ To Be Engaged

(Axis: 0% 20% 40% 60% 80% 100%)

Mailbox Conversion Status

12192	11130	1505

Legend: ■ Complete ■ Planning ■ To Be Engaged

(Axis: 0% 20% 40% 60% 80% 100%)

Remaining Agency Mailbox Count

Agency	Count
Total Mailboxes Converted	12,192
Department of Human Services...	6,900
Department of Transportation...	3,000
Iowa Veterans Home (IVH)	1,200
Iowa Prison Industries (IPI)	30
Department of Public Saftey (DPS)	1,000
Public Defender (SPD)	200
Iowa Public Television (IPTV)	150
Department for the Blind (Blind)	140
Fair Authority	15

(Axis: 0 2000 4000 6000 8000 10000 12000)

IT Infrastructure Consolidation – Financials

Technology standardization, service enhancements, and operational innovation are prime motivators to provision technology services more efficiently and provide a means for future cost avoidance.

The IT consolidations to date have been focused on email and working with the smaller to medium size agencies to migrate their entire suite of IT infrastructure services to DAS-ITE. The financials reflect the consolidations completed and those currently under way. In addition, we have added the anticipated future cost avoidance with 100% of the email consolidation complete.

Financials - Cost Avoidance (estimates)
All Fund Sources

	Annual cost of email related servers and software (9/09 study)	Future three year estimated cost avoidance based on adjusted data as a result of consolidations
Agency consolidations complete or underway	$991,880.32	$3,210,912.50 (does not include agencies – email not migrated)
Remaining email consolidations	$517,582.44	$1,552,747.30
Totals	**$1,509,462.70**	**$4,763,659.80**

DAS Digital Government SF2088	*FY'10*	*FY'11*	*FY'12*	*FY'13*	*FY'14*
Targeted Savings/Cost Avoidance	$0	$1m	$1.8m	$3.8m	$10m
Estimated Cost Avoidance	$148,997*	$562,605.45	$1.5m - $2m	$2m - $2.5m	Estimated 15% of IT expenditures = $15m
Investments ($2.3m)	$0	$844,749	$56,288 as of 09.30.11 Estimate $0 balance	TBD	TBD

*FY'10 savings of $148,997: Savings are a result of the email fee from DAS-ITE going from $9.76/mailbox/month to $6.98/mailbox/month. As a result of the email consolidations that occurred during the second half of FY'10, DAS-ITE was able to reduce the fee and billings to the customer agencies.

The resulting affects for the agencies which have consolidated their IT services to DAS-ITE have seen an increase in meeting government and citizens expectations with information/data security, data backup, service reliability, reduced complexity by streamlining and simplifying network connectivity, disaster recovery services to support agency business continuity plans and a depth of technical expertise.

In summary, by retiring end of life equipment and reducing the overall expenses across agencies by centralizing the IT solutions, cost avoidance for future years can be achieved. It is also important to note that DAS-ITE is a fee for service agency. Therefore, as agencies reduce their expense need for hardware, software and personnel replacements, they also need to have the ability to pay for the newly consolidated IT services they receive. A total of $2.3 million has been appropriated for investments. It is anticipated the entire amount will be utilized as consolidation progresses.