

Progress Report

January 28, 2014



Building an IT brokerage to
support the State of Iowa

A 4-Part Initiative...

1. Centralize Administration
2. Broker Services
3. Consolidate
4. Improve Processes

Better! Faster! Cheaper!

IT Brokerage

Centralized Admin

Funded by FY15 GF Approp	IT Financial Oversight	IT Project Mgmt	HR Study - IT Skills	Leadership Function	Inventory
Funded by eventual agency participation	Procurement/Contracts <input checked="" type="checkbox"/>	Billing & Pricing <input checked="" type="checkbox"/>	IT Governance <input checked="" type="checkbox"/>	IT Standards <input type="checkbox"/>	IT Legal Support <input type="checkbox"/>

Brokered Services

2013-2014 Contracts Established

3 rd Party Services	Internally Managed IT Infrastructure
Mobile Device Support Verizon – Award 10/12 <input checked="" type="checkbox"/> Fixed Price Web Design IA firms – Award 10/13 <input checked="" type="checkbox"/> Portal & E-Gov Apps IA Interact. – Pending <input checked="" type="checkbox"/> Statewide Geospatial ESRI/ArcGIS – Award 9/13 <input checked="" type="checkbox"/> Public Website Hosting Dell – Award 2/13 <input checked="" type="checkbox"/> IT Staff Augmentation CAI – Award 8/12 <input checked="" type="checkbox"/> IT Financial Management Apptio – Award 7/13 <input checked="" type="checkbox"/> Cloud Server Hosting Verizon – Award 12/13 <input checked="" type="checkbox"/> IT Research & Support Gartner – Award 3/13 <input checked="" type="checkbox"/> Statewide Helpdesk Cloud ServiceNow – Award 6/13 <input type="checkbox"/> Mainframe Support Unisys – FY14 Goal <input type="checkbox"/> Cloud Based E-Mail & Apps In process – FY14 Goal <input type="checkbox"/> Enterprise Content Mgmt In process – FY14 Goal <input type="checkbox"/> Managed Infrastructure Goal is FY15 <input type="checkbox"/>	Campus Networking Upgraded in 2013 Desktop Support Reorganized in 2013 Datacenter Upgraded in 2013 Assess to determine better, faster, cheaper Migrate Migrate Continues to be supported

Consolidated

2013-2014 Consolidation Projects

Agency IT Systems	Statewide Enterprise Software License Agreements	Support Brokered Services
IDR SW Development Completed 5/13 <input checked="" type="checkbox"/> IDR IT Infrastructure Completed 5/13 <input checked="" type="checkbox"/> ABD IT Infrastructure Completed 11/13 <input checked="" type="checkbox"/> IRGC IT Infrastructure Completed 11/13 <input checked="" type="checkbox"/> Med Examiner IT Infrastructure In Process – 2014 Goal <input type="checkbox"/> IWD Datacenter Shutdown In process – 2014 Goal <input type="checkbox"/> IDPH Datacenter Shutdown In process – 2014 Goal <input type="checkbox"/> DHS E-Mail Support 2014 Goal <input type="checkbox"/> Consolidate Software Licenses In Process	Vendor Support Audit Compliance Volume Discounts Symantec <input checked="" type="checkbox"/> Microsoft <input type="checkbox"/> Oracle <input type="checkbox"/> IBM <input type="checkbox"/> Statewide Software Inventory <input checked="" type="checkbox"/>	Improved Processes Reducing call wait times <input checked="" type="checkbox"/> Enhancing Info Security <input type="checkbox"/> 24x7 Incident Response <input checked="" type="checkbox"/> Service Monitoring <input checked="" type="checkbox"/> Reporting and Metrics <input checked="" type="checkbox"/>

Standardized

Agile

Reliable

Efficient

Collaborative

Secure

⌚=In Process

☑=Completed