INDIANA OFFICE OF TECHNOLOGY

Brian Arrowood

Chief Information Officer – State of Indiana

February 16, 2011

This is not Indiana!

Agency Highlights

- Indiana Law Enforcement Academy
  - ILEA went live with the Acadis software modules for record keeping and registration.
  - IDHS also went live with the Acadis recordkeeping module on the Oracle database which is shared with ILEA.
- Student Assistance Commission
  - Move more applications onto the web, using technology to enable productivity gains (fewer staff doing more) and easier use of student aid programs by our customers: Hoosier students, their families and their colleges of choice.

- Indiana Professional Licensing Agency
  - Made extensive use of eGovDelivery and email to deliver newsletters, renewal notices and letters instead of mailing them. The savings in printing and postage exceeds $250,000 over the past two years.
  - Made many more online services and information easily available to the general public, 500,000+ professional licensees, and 250+ Governor appointed board members through our PLA public web site, Sharepoint and through Facebook. These include the ability to obtain licenses, license verifications, meeting agendas and other important information much quicker and easier than in the past. These processes also save the state money and in some cases generate revenue for IN.gov.

- Family and Social Services Administration
  - Transitioned the state's welfare modernization system to a new hybrid system that has increased the accuracy of determining eligibility and reduced wait times and case backlogs.
  - Three major system modernization efforts are underway to replace legacy systems for client eligibility determination, Medicaid claims processing, and integrated case management.

- Department of Child Services
  - Installed and activated a call management center to support DCS' child abuse and neglect hotline. This change consolidated the individual county abuse and neglect reporting processes and has exceeded expectations for the volume of calls received while reducing the number of abuse and neglect reports assigned for further assessment. The call center software provides detailed reporting per agent and allows for the recording and attachment of the individual calls to the web intake form.
  - Indiana Support Enforcement Tracking System (ISETS) - Successfully completed a proof-of-concept using IBM's Lombardi Tool for an Automated License Suspension Project supporting the DCS Child Support Bureau. This change allows prosecutors to sanction delinquent paying absent parents through suspension of license privileges extended by BMV and DNR. It is anticipated that in return the state will see an increase in child support dollars being collected that are ultimately directed to the children and families being served.

- Department of Correction
  - Replacement of vendor victim notification system with a custom developed one having more functionality and less operating cost.
  - Replacement of DOC's original document imaging system with UCM, providing a streamlined process that is more accurate and cost effective (currently in conversion).
  - For DOC mission critical systems, several major enhancements were completed including security threat group reporting and photos, offender classification system rewrite to conform with new policies, addition of offender re-entry trust accounts per HB244, and an offender program tracking and completion subsystem, including PLUS program workflow and time cut capabilities.

- Indiana Department of Transportation
  - One of INDOT's primary applications, SPMS, that is used for project planning, budgeting, cost estimating, tracking actual expenditures and Federal Reporting was rebuilt and deployed on August 28th, 2010. When compared to the previous vendor's estimates, INDOT staff supplemented with contract developers delivered the project for $290,054 compared to the vendor estimate of $7.5 million and delivered it in 1 year versus the vendor's estimate of 3 years. The system has had very few issues and has been very well received.

- Indiana Utility Regulatory Commission
  - IT has developed an Electronic Filing system. This system allows the public (utility companies, attorneys, etc.) to file cases electronically with the commission. This application saves the public time and money from having to travel to Indianapolis to file cases or sending carriers to deliver filings.
  - IT has refactored our agencies Case Management System (eCMS). This project has taken a proprietary portal application and moved it into Microsoft SharePoint a more standard application. This migration helped save the agency money on application support.

- Indiana State Police
  - Continuation of multi-agency partnerships to improve services through cooperative efforts
    - eCWS (e-Tickets) continues to evolve under the cooperation of many different agencies (JTAC, IOT, ISP)
    - Improvement of Amber Alert and the implementation of the Silver Alert
    - Meth – Pseudoephedrine registry (ISP, IOT/IN.GOV, Private Industry)
    - Implementation of Statewide CAD/RMS* system which allows consolidation from 18 Dispatch Centers to 6 Regional Dispatch Centers (IPSC, IOT, ISP)
      - This has been in the works for the last year and a half
      - Will create a completely mobile office for field units providing a higher degree of efficiency
    - ISP Public Information Office utilizing Social Media for better interaction with the public

- Indiana Board of Animal Health
  - BOAH has converted its animal health data base from INAHERDS to USAHERDS. The design of USAHERDS is based on INAHERDS which in turn was based on PAHERDS. USAHERDS is currently in use in PA, KY, MI, VT, and MT. Other states and possibly USDA are expected to adopt USAHERDS during CY 2011.
  - BOAH has designed, developed and deployed two inspection systems based on USAHERDS. The Indiana Dairy Inspection Program application is currently in use by BOAH's Dairy Division. The Indiana Egg Inspection Program is currently in use by the IN Egg Board. Other states have made inquiries about adopting these applications

- Integrated Public Safety Commission
  - The Integrated Public Safety Commission (IPSC) has implemented the first statewide computer aided dispatch and law enforcement records management system (CAD/RMS). The initial deployment of CAD/RMS is for the state police who will be using the systems at their regional dispatch center in Bloomington. The remaining deployments will be at the regional dispatch centers at Versailles, Indianapolis, Fort Wayne, Lowell and the Toll Road in the coming months, with final state police project completion expected in September 2011. Local and county deployments of CAD/RMS may begin following the successful acceptance period at Bloomington scheduled for early spring 2011.

- PERF
  - Implemented Oracle Financials (EBS)
  - Re Engineered BMS/SIRS to bridge current state and modernization programs.
  - Performed full scale Security and Penetration Test and subsequent remediation.
  - Completed systems integration with third party defined contribution record-keeper to provide daily valuation for member accounts.

- Indiana Department of Environmental Management
  - Via our Virtual File Cabinet (VFC) access to over 1.5 million documents or 60 million pages have been made available on-line. Besides eliminating the need to come to Indianapolis to review files, the documents are organized in a manner that provides a picture of what is happening at a facility or site.

• Indiana State Department of Health

- **HITECH**
  Assisted in the development of the state's HITECH implementation plan which resulted in the state receiving over 10 million dollars from the Office of the National Coordinator. Of which ISDH submitted a proposal which resulted in an award of over one million dollars for the expansion of electronic reporting of Immunization data to the CHIRP registry.

- **NBS INSTEP Application:**
  Indiana is 1 of 4 states awarded this grant by CDC, and leading other states in the implementation of the INSTEP application which has received national attention. Indiana was also awarded additional funding based on the successful results of this technical work effort.

- **EDI (From 01/01/2010 to 12/02/2010)**
  Compliance with HIPAA 4010 federal requirement for EDI, ISDH is the only agency in state government that has development and maintained this in-house functionally without the need to reply upon an external vendor. Currently the CSHCS program receives 45.88% of their medical claims and 98.17% of Pharmacy claims via EDI

- **Audio/Visual**
  Upgraded the agency's audio/video capabilities that included installed a video messaging system in the 2 North and State Labs facilities, True video conferencing and improved upon the current quality of Webcasting capabilities. Created the first interactive floor plan application - used by the COOP team.

- **GETS (Government Emergency Telecommunications System)**
  GETS allows bypassing busy local phone trunks during a BT incident. Added a number of GETS accounts at the ISDH and conducted our first agency wide GETS test.

• ISDH (continued)

- **PHIN (Public Health Information Network)**
  Implemented PHIN Case Notification (Messaging) for Arboviral messages. Indiana was the first state certified on the original Cascade Alerting requirements per CDC.

- **Business Intelligence and E-Learning**
  Implemented user friendly e-learning and training documents for BI users reducing the need of class time training.

  Indiana Fetal Death Registry System: developed user friendly e-learning and training documents for the new web-based system. These training tools will be the only training available for the system

- **Cold Fusion Server Consolidation**:
  Consolidated two 32 bit, Cold Fusion (CF) servers and migrating all applications to a single 64 bit Server which resulted in a annual cost savings of $5,400 in IOT hosting fees.

- **Lead and State Labs HIPAA compliance**:
  Developed policies, procedures and provided required training to over 140 workforce members to ensure compliance with HIPAA. This will allow the programs to begin billing and receive payment for lab testing activities.

- **Portal Consolidation**
  Implementation of a single agency-wide portal (Gateway) for sending and receiving of agency data with our external partners and adhering to federal reporting requirements. The foundation for hosting, deploying, and migrating all application to the agency portal has been created. Ongoing migrations of applications are underway.

• Department of Workforce Development

- DWD implemented Congress enacted EUC extensions in July and December of 2010. Code changes were required in the legacy and online systems to accommodate the extended benefits. Indiana was one of the first states to pay claimants for the retroactive weeks for both extensions.
- DWD developed and implemented an InTraining – The InTraining website allows entities to register as training providers, gain approval, enter training programs (apprenticeships, blue collar training, associates degrees, bachelors degrees and higher, etc, WIA approved and otherwise), programs are approved and published, and the public can search the database to find appropriate training programs.
- Implemented enterprise monitoring software (Precise) in the production environment. Precise is used to monitor the production system to identify and assist with trouble shooting production problems and performance issues. The software has enabled the IT department to pinpoint application code and database deficiencies.

- Department of Revenue
  - Document Management, Imaging and Data Capture System
    - Implemented system to process paper tax form filings. Electronically imaging and capturing all data on the forms.
    - Implemented remote data entry facility (VSI – virtual solutions)

      (Routes specific forms/fields to remote data entry resources across the state– increasing data entry capacity & data accuracy)
  - Internet Electronic Taxpayer Service Center
    - Provided Indiana citizens with tax filings, payment and payment plan services via the internet. Electronic filings now represent 70% of annual filings.
- Motor Carrier Services
  - Successfully moved Indiana into the #1 position for registering commercial motor vehicles with the agency's One Stop Shop application

- Department of Education
  - Implemented new Cisco phone system. Also implemented the Cisco Unified Personal Communicator to provide a soft phone for field staff and instant messaging. This project also helped the DOE audit and remove old existing phone lines.
  - Implemented Webex for communicating with our staff in the field and for use in communication with schools. The DOE was recognized by Webex as having the faster implementation with the greatest amount of usage in Webex's history of customers. The DOE leveraged Webex to reduce traveling time and costs associated with the many statewide and regional meetings it hosts.
  - Implemented the Learning Connection. The LC is a portal application for teachers, students, and administrators that provides a community based communication model, access to student level longitudinal data, and houses statewide education resources including digital content and lesson plans. We currently have over 38,000 users signed up for the LC.

- Bureau of Motor Vehicles
  - Secure ID (Federal Real ID Act) implementation
    - redesign of credentials (DL/ID card)
    - new laminate for cards
    - new embedded security features
    - Real time Systematic Alien Verification for Entitlements (SAVE) with Federal Government determining applicant's immigration status
      - Was a manual process that could take weeks
      - Now results are presented to CSR immediately
  - Facial Recognition Implementation
  - Central Print Farm for Drivers License/IDs at secure location at IOT
  - Central Fulfillment of vehicles plates and registrations
    - TAT of 1 day for registrations only
    - TAT of 5 days for plate and registration
  - Completed installation of DR solution for all systems
    - Each has been exercised more than once
    - BMV can operate all branches and website from Bloomington

BMV (continued)

- Payment Card Iindustry Data Security Standards Compliance
- Credential renewals on myBMV
- Redesign of myBMV merging transactional and information sites into one
- Automation of >250 agency metrics (red, yellow, green)
  - Each department has its own scorecard updated daily
  - Agency screen saver displays agency wide and department scorecards
- Implementation of IVR for call center
  - Reduced call volume for CSRs by 30%
  - All branch phone lines have been forwarded to IVR
    - Branches can focus on customers in branch
    - Consistent message for customers
- RV Excise Tax now collected by BMV
- Emergency Contact Database
- Automated customer survey through IN.gov
- Automated E-Insurance interface
  - IN.gov entry screen for agents
  - batch interface for larger Insurance companies

State of Indiana IT Working Together

Indiana Office of Technology

- Mission - To provide cost-effective, secure, consistent, reliable enterprise technology services to our partner agencies so they can better serve Hoosier taxpayers.
- Indiana Code, Article 13.1 established IOT as a state agency in July 2005 to :
  - (1) Establish standards for the technology infrastructure of the state,
  - (2) Focus state information technology services to improve service levels to citizens and lower costs of providing information technology services,
  - (3) Bring the best and most appropriate technology solutions to bear on state technology applications,
  - (4) Improve and expand government services provided electronically, and
  - (5) Provide the technology and procedures for the state to do business with the greatest security possible.

IN.gov

- Accomplishments
  - Portal Homepage Redesign
  - Sunny Award, Grade 'A' (Transparency)
  - Launched Mobile Websites (77 sites)
  - Government 2.0 Policy and Implementation (RSS, IN.gov YouTube Channel, Facebook, Twitter…)
  - Forms.IN.gov (11,184 Forms and over 3 million forms downloaded)
  - Gov Delivery Implementation Completed (900,000 Subscriber with 1,000,000 e-mails sent monthly)
  - Web Site Traffic 73 million visits last year – top sites DWD, Lottery, BMV
  - Renegotiated Portal Contract (Annual savings over $1 million; New SLA's with Financial Penalties…)

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Information for

- Businesses
- Kids
- Local Government
- Residents
- State Employees
- Vendors & Lobbyists
- Visitors

Most Visited

- Hoosier Lottery
- Department of Workforce Development
- Bureau of Motor Vehicles
- Department of Natural Resources
- Indiana Courts
- Family & Social Services Administration
- MORE

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Latest Headlines and Events

Governor Daniels has launched a website, INvest.in.gov, to help Hoosiers keep track of information regarding the American Recovery and Reinvestment Act. The governor's direction regarding the use of federal stimulus dollars has been simple: jobs, speed, and long-term value. The state will use these dollars to put Hoosiers to work quickly and will use them carefully, making sure to protect education and other services in the years after these one-time funds stop coming. Emphasis will be placed on creating assets of lasting value: roads, bridges, buildings, but also better prepared teachers, more energy efficient homes, and so on. Learn more>>

- Dec 27, 2010 **[GOV]** Daniels selects Martha Wentworth to Indiana Tax Court **(view article)**
- Dec 30, 2010 **[DNR]** Governor appoints Scotty Wilson as new DNR Law Enforcement director **(view article)**
- Dec 29, 2010 **[IEDC]** State Tops 23,000 Projected Private Sector Jobs in 2010 **(view article)**
- Dec 22, 2010 **[OUCC]** Indianapolis water and sewer utility transfer: Public hearing scheduled, Consumer comments invited **(view article)**

Online Services
FIRST IN LINE EVERY TIME

- Income Tax Filing
- Limited Criminal History Search
- Campground Reservation
- Business Entry Search
- Forms.IN.gov
- Professional Licensing
- Unclaimed Property
- Vehicle Registration Renewal
- Wireless AMBER Alerts
- Inspire - Indiana's Virtual Library

More Online Services »
Account Center »

Top FAQs | **I Want To...**

1. How do I file for unemployment?
2. Who is eligible for The Healthy Indiana Plan?
3. If you do not qualify for the Healthy Indiana Plan, but are still uninsured. Are ...
4. How old does a child have to be before he/she can stay home alone?
5. How can I renew my Professional License (PLA) license online? Or verify a license ...
6. What items can I mail to an offender?
7. How do I apply for Liquor/Bartender License?
8. Where do I find a

Text Mobile Find an Agency Find a Person A- A A+ Account Center Online Services Help Search

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GOVERNOR DANIELS' 2011 STATE OF THE STATE ADDRESS

Governor Mitch Daniels delivered his seventh State of the State Address January 11th, 2011.

Watch Now >

Online Services

Be the first in line every time!

- Income Tax Filing
- Limited Criminal History
- Campground Reservation

More Services >

Account Center >

Frequently Asked Questions

- How do I file for unemployment?
- Who is eligible for The Healthy Indiana Plan?
- If you do not qualify for the Healthy Indiana Plan, ...

More Questions >

Events Calendar

January 26

Check out upcoming events!

- 02/02 [DOL] Common Construction Wage He...
- 02/15 [ISP] Sobriety Checkpoint to be C...

More Events >

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ELECTED OFFICIALS

GOVERNOR MITCH DANIELS

- Governor Home
- INShape Indiana

IN.gov

- Goals 2011
  - New IN.gov Calendar System
  - NIC Data Center
  - Search Engine Optimization
  - I-Phone and Android Applications
  - Agency Site Redesign
  - Website Quality Management Tools (scan for broken links, misspelling and provide reports to agencies)

PeopleSoft

- PeopleSoft Financials as the State's official book of record - September 2009. First state financial closing July 2010.
  - Over 150 Business Units
  - 800 Travel and Expense transactions per month
  - 15K requisitions and POs per month
  - 750k Accounts Payable vouchers & payments per month
- PeopleSoft HR as the State's official Human Resources System.
  - Over 150 Business Units
  - 20K Users on Time and Labor
  - 135K successfully completed online training courses (Ethics, Computer Use, Others)

PeopleSoft

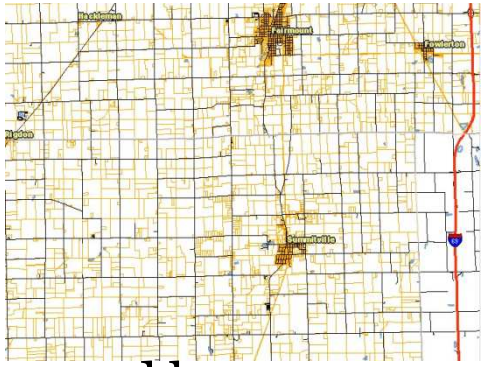
- Goals 2011
  - Project Costing Cleanup - ongoing
  - Asset Management Cleanup - ongoing
  - Time and Labor Implementation - ongoing
  - Travel and Expense Implementation - ongoing
  - Peoplesoft HR/FN 9.1 Upgrades - Go-Live 7/11 & 10/11 Respectively
  - Assist Agencies in additional use of PeopleSoft. Get most out of the investment

GIS

Geographic
Information
Systems

Data Sharing Initiative Status

- 85 Counties are sharing data
  - 6,725 Jurisdictional Boundaries
  - 496,440 Street Centerlines Segments
  - 2,389,153 Address Points
  - 2,847,409 Land Parcels



- These data are of interest to the public and are used by state government to support the statewide Computer Aided Dispatch system, the "Who Are Your Elected Officials" application, Broadband Mapping, and day-to-day operations.

"I am using Coordinate Geometry in ArcInfo to delineate Environmental Restrictive Covenant (ERC's) throughout the State of Indiana. I need the digital parcel data to confirm that the areas I create are correct. The digital data in the GIO library has aided my effort tremendously. There are many others in IDEM as well as other state agencies that will benefit from this layer now and in the future."

Thank you!
Sincerely,
Mike, IDEM

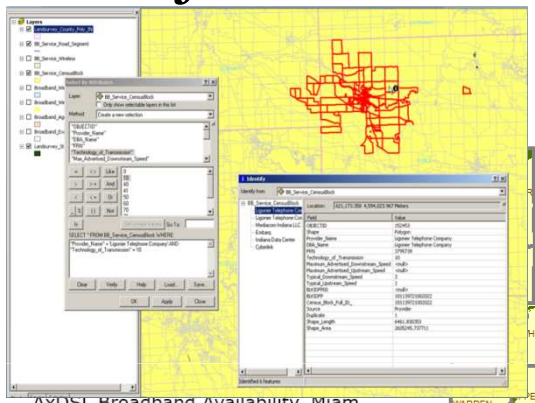
Broadband Mapping

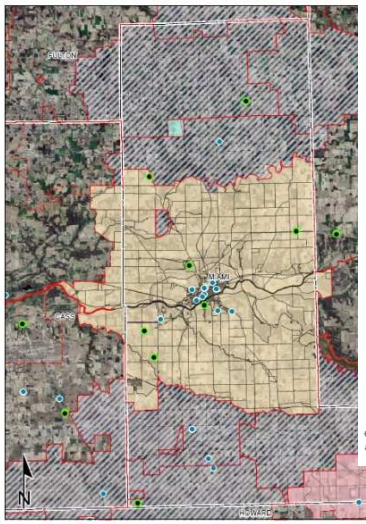
We currently have more than 880,000 records regarding the availability of broadband service at the census block level.

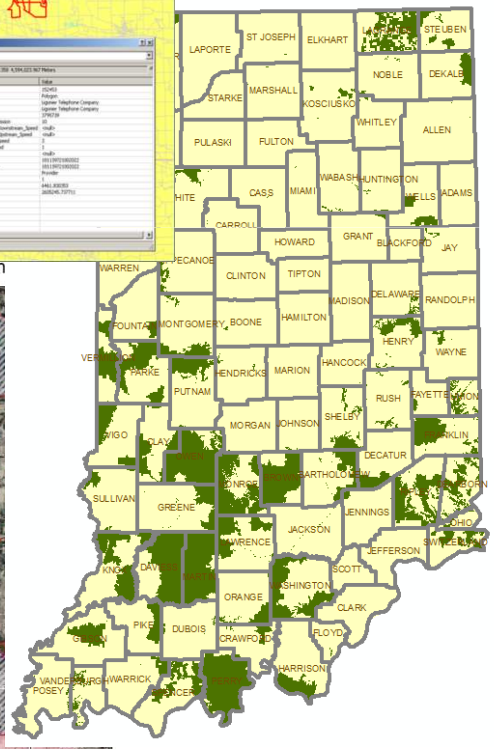
These data indicate the availability of broadband service (expressed as a percentage of all census blocks in Indiana) as follows:

- Service delivered by wire line technologies – 77%
- Service delivered by wireless technologies – 16%
- Service delivered by technologies combined – 93%
- $3.3 Million NTIA ARRA Grant

Project Term: 2010-2015







2011 – 2013 Ortho Program

- 3 year cycle, repeating program
- Buy-ups and add-ons facilitated

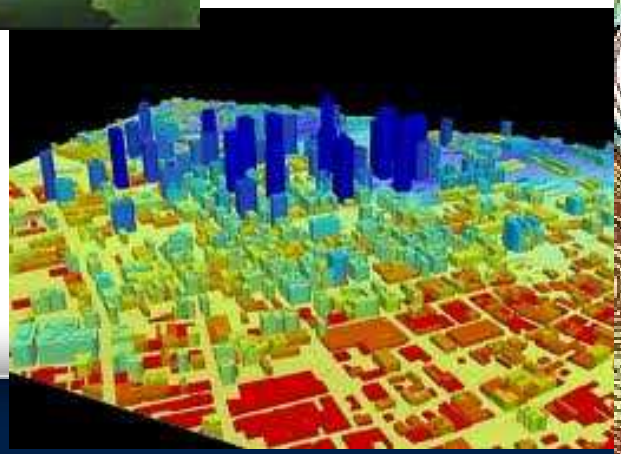
Menu of Products:

Orthophotography

- 18” Resolution
- 12” Resolution
- 6” Resolution
- 3” Resolution

LiDAR at USGS V13 Specs

2 ft contours



Security

- Workstation
  - Laptop/Tablet Encryption
  - Antivirus Updates
  - Vulnerability Scanning
  - Device Tracking Off Network
- Server/Application/Data
  - Information Security Framework – Updated more than 50 polices and 31 practices (not glamorous but important and a significant effort)
  - Vulnerability Scanning
- Network
  - Data Leakage Protection - SSN, Credit Card Information
  - Intrusion Protection Upgrades – Cisco
  - Internet Filter Integration to User Account

Security

- Data Center
  - Physical Controls, Cameras
  - DLP – implementation of all three components (host, network, storage), initial configured and testing on network component for SSN

- Disaster Recovery
  - DR Facility move – moved into IU's state of the art, F5 tornado proof facility
  - DR Critical system tests, Necessary tests – Testing has proven capabilities of plan and facility (BMV, BOAH, mainframe)

Security

- Goals 2011
  - Data Leakage Protection Extended to Storage and Workstation
  - Cyber Security Framework – enables system owners to ensure their systems are compliant with security requirements
  - Assist agencies to tighten Workstation, Internet and Application Security Profiles to lower our malware infections without impacting work
  - Continuous Disaster Recovery Testing - as agency applications evolve
  - Planned COOP/COG exercise with DHS, SPD, Gov Office, DNR, DOE

Service Delivery Metrics

Metric	Jan '06	Current Stats / Yr	Dec '10
Speed to Answer		105,650 Calls	
Abandonment Rate		Average 2.3%	
Level 1 Resolution		60,838 Tickets	
HDA Response		55,342 Tickets	
Customer Survey		25,017 Surveys	
Resolution on Time		183,885 Tickets	
Network Availability		3,690 Nodes	
Server Availability		2,439 Servers	
Account Management		33,013 Accounts	

Service Delivery

- Rate Reductions/Savings to the Agencies
  - 6.7% Rate Reduction FY10
  - 5.5% Rate Reduction FY11
  - FY10 + FY11 savings estimated to be $15 Million to the agencies from the rate reductions
- How?
  - Operating efficiencies – automation of tasks, process improvements, performance management, replacement of aged equipment and organizational restructuring
  - Negotiated savings – Cost reductions from vendors on existing contracts as well as new purchases

Service Delivery

- Gartner Benchmarking Results 2011
  - Compare IOT Service Rates/Costs to Enterprises of Same Size
  - TPI Benchmarking Completed in 2008, Gartner Provides Different Perspective
  - Focus on weak areas rather than strengths

Service Delivery

- TPI Benchmarking Results from 2008

TPI Positioning for IOT					
Tower	**< 5%**	**5 < 10%**	**10 < 15%**	**15 < 20%**	**> 20%**
Mainframe					X
App Servers	X				
Network	X				
EUC	X				
Help Desk	X				

Service Delivery

- Gartner Results 2011

Service	< 25th Percentile	25th Percentile	Average	75th Percentile	> 75th Percentile
Basic Seat	X				
Wireless Access	X				
Telecom			X		
Hosting	X				
Database				X	
Storage					X
Mainframe		X			

Executive Summary

This table displays the total charges by service group based on IOT rates and IOT service volumes vs. the peer rates applied to IOT service volumes.

Summary Table	IOT Total Charges	% of Total	Peer Total Charges	% of Total
Basic Seat Services	$ 25,882,800	42.8%	$ 48,292,308	55.8%
Wireless Services	$ 113,030	0.2%	$ 196,157	0.2%
Telecom Services	$ 3,953,220	6.5%	$ 3,925,740	4.5%
Indiana Telcom Network Services	$ 7,127,088	11.8%	$ 7,822,260	9.0%
Hosting Services	$ 6,337,851	10.5%	$ 13,327,315	15.4%
Database Services	$ 2,526,144	4.2%	$ 2,378,001	2.7%
Storage Services	$ 7,569,408	12.5%	$ 2,727,936	3.2%
Mainframe Services	$ 6,894,719	11.4%	$ 7,828,841	9.1%
TOTAL	**$ 60,404,261**	**100%**	**$ 86,498,557**	**100%**

- Overall IOT's service rates are similar to or lower than the average rates (costs) of peer organizations delivering comparable services.
- IOT is currently charging $60.4M for the assessed set of services while the peer organizations would be charging $86.5M. Basic Seat Services and Hosting Services account for nearly all of this difference.
- SAN Storage rates, however, are significantly higher than similarly configured peer organizations.

Engagement: 223507711

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Gartner

Service Delivery

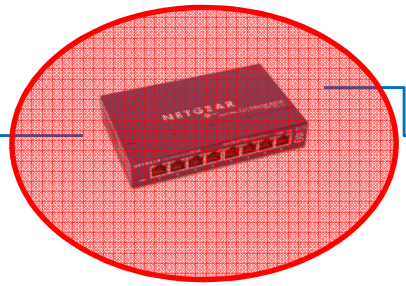
- Focus Areas for Improvement
  - SAN Storage – Rate will be reduced for FY12
  - Database Hosting – Rate will be reduced for FY12 (some resulting from storage rate reduction as database hosting uses storage)
  - Telecom Audit
    - Inventory and Elimination of Unused Services
    - Benchmark our policies and processes against Best Practices to help improve lifecycle management
    - Vendor selected by "March"
    - Will need your assistance

Service Delivery

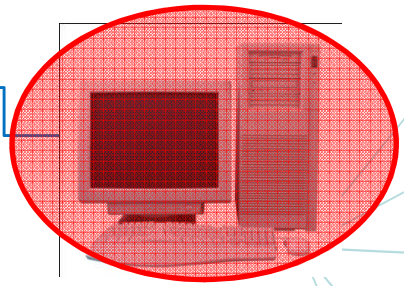
- It is not all about rate reductions. How about adding more services/capabilities without raising rates?
- Seat Services Improvements
  - Over 18K PC's hardware refresh, approximately 75% done on 1st refresh cycle deployed under
  - 927 different software applications packaged for easy deployment
  - Over 1400 Windows 7 machines deployed
  - All Laptop/Tablets encrypted
  - Email limits raised to 1GB archive included
  - Seat Price Consistent $79.90 now includes cost of agency network switches in addition to the PCs, helping agencies avoid $7 Million per year

2005 Seat Services - $79.90 monthly per Seat

Core Network Switches



Agency Network Switches



Desktop Computer

Internet

E-Mail

Office

Anti-Virus

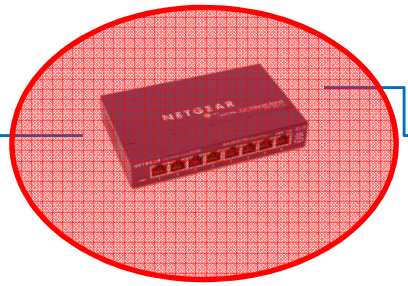
Technical Support

Services Provided
1. Core Network Switches
2. Internet
3. E-Mail
4. MS Office
5. Anti-Virus
6. Technical Support

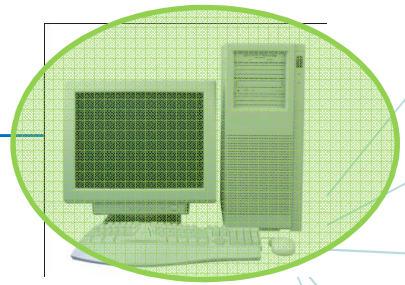
Not Provided
1. Desktop Computer
2. Agency Network Switches

2008 Seat Services - $79.90 monthly per Seat

Core Network Switches



Agency Network Switches



Desktop Computer

E-Mail

Office

Anti-Virus

Technical Support

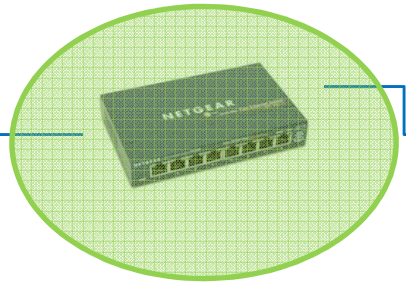
Services Provided
1. Core Network Switches
2. Internet
3. E-Mail
4. MS Office
5. Anti-Virus
6. Technical Support
7. Desktop

Not Provided
1. Agency Network Switches

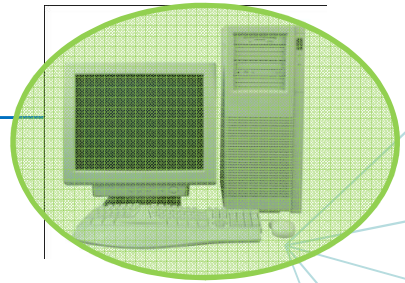
Expense Reduction to Agencies
<u>$6 Million</u>

2010 Seat Services - $79.90 monthly per Seat

Core Network Switches



Agency Network Switches



Desktop Computer

Internet

E-Mail

Office

Anti-Virus

Technical Support

Services Provided
1. Core Network Switches
2. Internet
3. E-Mail
4. MS Office
5. Anti-Virus
6. Technical Support
7. Desktop
8. Agency Network Switches

Expense Reduction to Agencies
<u>$1 Million</u>

Service Delivery

- Virtual Server Hosting – More for Less
  - Currently 1 out of 3 state servers (816) virtualized in the IOT data centers.
  - Continued reduction in physical servers decreases power utilization and cooling requirements. Consistent with Green IT initiatives.
  - New advances in virtualization technology will allow for systems requiring heavier processing to be virtualized.
  - Increased capabilities for failover and disaster recovery.
  - Higher density of virtual servers running on physical hosts

Service Delivery

- Smart Printing – Lower Cost of End User Printing
  - Statewide effort to optimize printing to best business and security practices
  - Print will be routed to least cost devices
  - Defaulted to least cost B/W, duplex, etc.
  - Print security will be increased via secure print and badge access
  - Campus Savings for Agencies estimate of $1 Million per year

Service Delivery

- New Services
  - IP Phones
    - Over 4,000 IP phones in use across 6 agencies (IOT, DCS, ISP, DHS, ISDH, IHCDA)
  - Document Management
    - IDEM, INDOT, DOC
  - Business Intelligence
    - Transparency Portal/Auditor/OMB, DOR, ISDH, INDOT
  - SSL Website Certificates
    - Enterprise Contract enables $498 per site vs $610
  - Data Interoperability
    - Public Safety Proof of Concept, DOC, ISP, JTAC, CJI
    - ROI to Determine Future

Improve Large-Scale IT Systems Implementation Success

- Beginning July 1, 2011. Below requirements will be added to the standard boilerplates for the bid documents as well as the contracts on large-scale systems implementations or upgrades for projects estimated to be 12 months or longer.
  - Projects will be required to engage with IOT or 3rd party vendor to detail business requirements for use in bid for new or upgrade of system. This will insure the accuracy of the bid as many of these large project bid were flawed on release and costly amendments were required shortly after engagement started.
  - Projects will be required to engage with IOT or separate 3rd part vendor to employ metrics with weekly updates through completion to provide visibility to all parties on project issues.

Questions?

"Wishing won't make it so. Waiting won't make it so."

Governor Daniels
2011 State of the State Address