

IT Optimization

INCREASE EFFICIENCY . IMPROVE SERVICE
REDUCE COMPLEXITY . REALIZE SAVINGS

IT Strategy Partnering for Continued Success -

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES -

OFFICE OF INFORMATION TECHNOLOGY -

JANUARY 2016 -

Introduction: Information Technology Advances the Public Good

The State of Ohio focuses information technology (IT) initiatives on what matters most: making Ohio a better place to live, work, and do business. The State is harnessing the power of technology to:

- Increase service quality and satisfaction for Ohio citizens and businesses
- Make it easier to conduct State business and drive mission results
- Save taxpayer money and redirect funds to mission services
- Secure and protect Ohioans’ data and privacy

To achieve these outcomes, State agencies and the Department of Administrative Services, Office of Information Technology (DAS OIT) partner to develop strategies that align IT initiatives with agencies’ mission goals. Since launching the IT Optimization program in FY2012, DAS OIT and agencies centralized IT infrastructure and established a common direction for our IT community. As a result, DAS OIT and agencies have together refocused IT spending on things that make Ohio a better place to live and do business. In fact, the State “flipped” IT spending from being 80% infrastructure and 20% application focused to currently 50% infrastructure and 50% applications, with an onward two-year goal of 20% infrastructure and 80% on applications supporting the public good.

The “flipped” IT spending helps the State to improve the lives of citizens and promote business growth. Over the past several years, the State has made strategic IT investments to advance Ohio’s policy agenda and mission results, as depicted in the figure below.

Strategic IT investments...

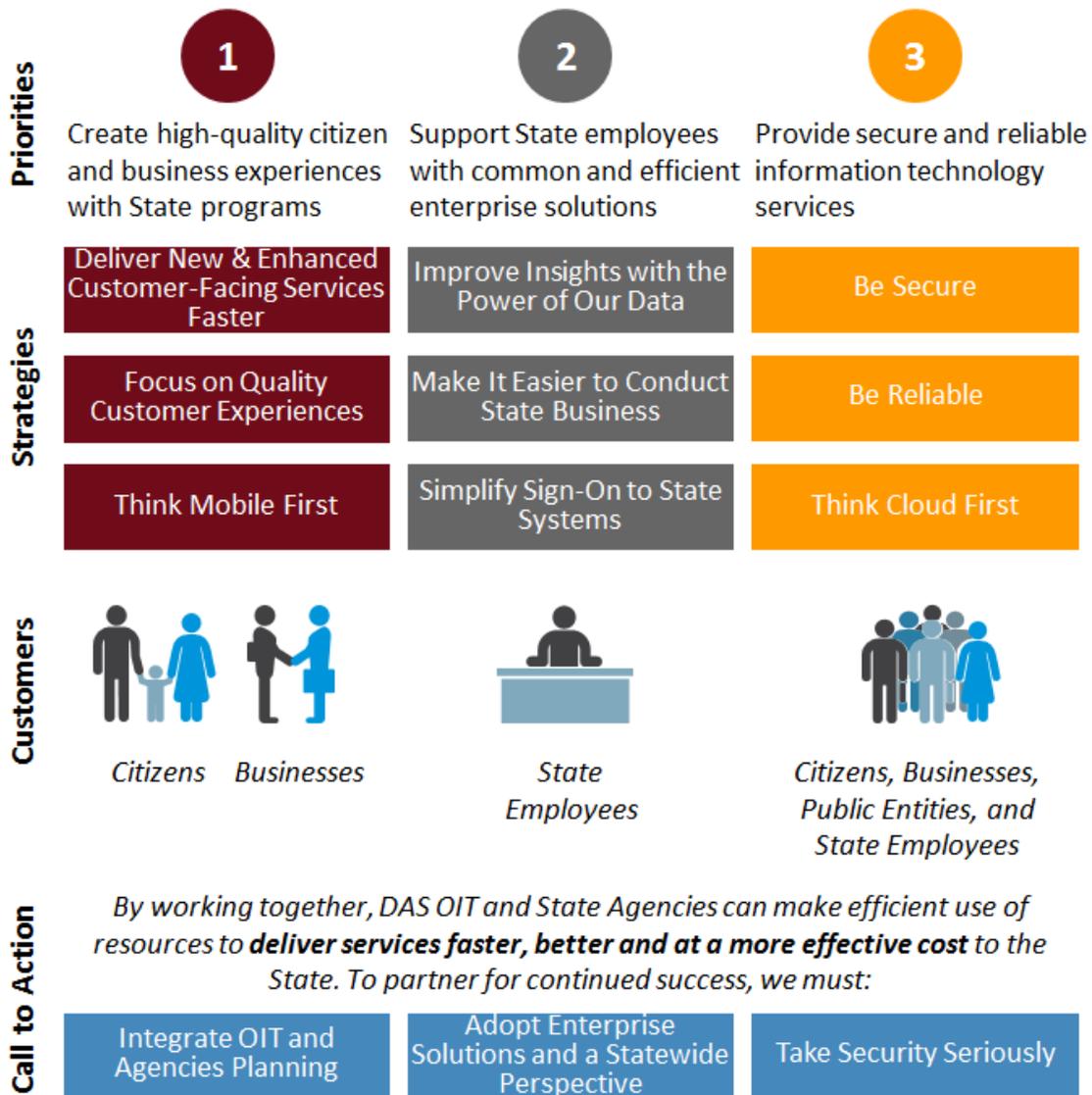
... have helped the State of Ohio drive mission results.



IT Strategy Summary: Partnering for Continued Success

Over the next three years, DAS OIT and Agencies will further focus IT investments on citizen- and business-facing applications while continuing IT optimization to deliver cost-effective services.

Now that IT Optimization has laid a foundation for success, DAS OIT and agencies will partner on three priorities and corresponding statewide strategies to better serve our customers.



Priority **1** Create High-Quality Citizen and Business Experiences

DAS OIT and agencies will co-develop solutions that better serve Ohio citizens and businesses and identify ways to achieve agency goals faster, better, and at a cost-effective price to the State.

What Success Looks Like

As an Ohio citizen or business, I have **consistent, reliable, and instant access** to the State programs, services, and benefits I need and want and **connectivity** where I live. I know where to go to get what I need and can **interact** with the State of Ohio **seamlessly**.

I **get accurate information that I want/need, when I want/need it**, through my preferred channels. Sometimes, I need quick **access to content through a mobile app or mobile website**, whereas in other cases I prefer to use a computer or tablet to complete transactions. I **know how to get additional assistance** when I need it.

The State remembers me – when I want them to – and doesn't make me fill out redundant paperwork. I can **control and update my profile** information as necessary. I know where I stand with the State in terms of transactions and balances owed or due and **can easily complete transactions** when I'm ready. I **trust that the State protects my information** at the highest levels of security.

What's Needed – Strategies

To enable this vision, DAS OIT and agencies will pursue the following strategies:

Deliver New & Enhanced Customer Facing Services Faster	Improve agility and speed-to-market by using common platforms to develop/customize customer-facing applications
Focus on Quality Customer Experiences	Focus on what is most important to citizens and businesses; develop a deeper understanding of customers' needs, preferences, and interactions with the State
Think Mobile First	Provide mobile options for new and existing applications and services

Partnering for Continued Success

The strategies require **integrated planning** efforts to **co-develop solutions** that better serve Ohio citizens and businesses. The collaboration goes beyond submitting and monitoring IT procurement requests. Instead, **agency IT and business units should engage from the beginning of project planning processes** to help identify ways to achieve goals faster, better, and at a more effective cost. Agency IT and DAS OIT should engage early in the process to help avoid pitfalls from previous efforts and envision the art of the possible based on leading, innovative solutions working in our State and across the country.

Priority **2** Support State Employees with Common & Efficient Enterprise Solutions

Agencies should continue to embrace common enterprise solutions early and often and tailor enterprise platforms and solutions to Agencies’ unique customer needs.

What Success Looks Like

As a State of Ohio employee, **I have the technologies necessary** to do my job starting my first day. It has become **easier for me to complete day-to-day activities** because of recent IT improvements. It is **easier to log-in using my State User ID** and I can customize my applications to my needs and preferences. The amount of **paperwork has reduced substantially** and I can **conduct most State business from any place**. **I know the status of my requests to the State** – both personally and for my program’s fiscal, human resource and other requests – and I appreciate this transparency.

I also have **access to the information I need to make good decisions** that help Ohio citizens and businesses. I have **a complete view of my customers** and know when/how they interact with other State Agencies and programs; this **integrated view** helps me to serve them better. I have **access to information on all of my devices** and trust **that DAS OIT is protecting** my personal and State business information. **I pay a fair price for enterprise solutions** and know that they benefit the State with economies of scale.

What’s Needed – Strategies

To enable this vision, DAS OIT and agencies will pursue the following strategies:

Improve Insights with the Power of Our Data	Use the power of our data to make decisions and treat data as a valuable State asset
Make It Easier to Conduct State Business	Continue IT optimization and offer common tools, systems, and platforms to reduce complexity of tools
Simplify Sign On to State Systems	Pursue an identity management solution to allow employees to sign on with a common State ID

Partnering for Continued Success

DAS OIT and agencies have a track record of success in collaborating for results – and we are positioned to achieve more. **Agencies must continue to embrace common enterprise solutions early and often** to help the State achieve economies of scale and increase performance. In addition, agencies **support and adopt a common State ID** and a new identity management solution. Finally, to help DAS OIT provide agencies with a comprehensive customer view, agencies must **commit to treating data as a state asset and uphold strong data collection and classification processes**.

Priority **3** Provide Secure & Reliable Information Technology Services

To protect the State, we must promote a culture that security is everyone’s priority and treat data as a valuable state asset.

What Success Look Like

As an Ohio citizen or business, I have **access to connectivity, including reliable phone and internet coverage**, where I work and live in Ohio. I **receive State-wide alerts** relevant to my safety and well-being. I **trust that the State protects my information** and stores it securely.

As a State, local, or municipal government organization or a higher education institution, I am **able to obtain trusted technology services** from the State of Ohio. I **pay for what I use** and trust **that the State’s IT solutions are cost-effective**.

As a State employee, I can stay focused on my job because I **trust that IT has back-end technology well-covered** – they know when and how to use appropriate cloud solutions and protect my information. I **can log-in to work when I need to** and I **trust that my data is secure**.

What’s Needed – Strategies

To enable this vision, DAS OIT and agencies will pursue the following strategies:

Be Secure	Implement centralized enterprise security tools and educate State employees that security is everyone’s priority
Be Reliable	Ensure stable, reliable operations throughout continued consolidation
Think Cloud First	Develop a strategy to use the right public and private clouds at the right times

Partnering for Continued Success

To continue protecting the State, agency leaders must **embrace common State IT security solutions**. We must promote a culture that **security is everyone’s priority** and ensure that State employees can recognize phishing attempts and provide front-line defense. Leaders must also **encourage their organizations to treat data as a valuable state asset** and work with DAS OIT to execute effective master data management practices. DAS OIT provides trusted security and infrastructure support on a 24/7 basis and helps its clients focus on mission, not back-end systems.

Call to Action: Partner For Continued Success

Together, OIT and Agencies will invest in what matters, be strategic partners, and tailor common enterprise platforms and solutions to meet Agencies’ unique mission needs.

What Success Looks Like

As a State agency leader, I view DAS OIT as my partner. Together, we develop strong program strategies and invest in things that directly benefit citizens and businesses. I understand how IT projects develop and are evaluated and selected, and the prioritization process is fair and advances the state’s priorities. DAS OIT helps me facilitate effective procurements and together, we maximize the impact of strategic IT solutions.

What’s Needed – Call to Action for Agencies

Together, DAS OIT and Agencies must:

Integrate DAS OIT and Agencies Planning	Adopt Enterprise Solutions and a Statewide Perspective	Take Security Seriously
<ul style="list-style-type: none"> • OIT and Agencies work to co-develop solutions that better serve Ohio citizens and businesses • Engage agency IT from the beginning of project planning processes to help identify ways to achieve agency goals faster, better, and at a more effective cost 	<ul style="list-style-type: none"> • Continue to embrace common enterprise solutions early and often to help the State achieve economies of scale and increase performance • Support and adopt a common State ID and a new identity management solution • Commit to treating data as a state asset and uphold strong data collection and classification processes. 	<ul style="list-style-type: none"> • Embrace common State IT security solutions • Promote a culture that security is everyone’s priority and ensure that State employees can provide front-line defense

By working together, DAS OIT and State Agencies can make efficient use of resources to **deliver services faster, better and at a more effective cost** to the State.

Appendix: Crosswalk of IT Initiatives to Priorities

The State of Ohio has work well underway and planned across all three priority areas.

Priority 1: Create high quality citizen and business experiences with State programs	Priority 2: Support State employees with common and efficient enterprise solutions	Priority 3: Provide secure and reliable information technology services
<ul style="list-style-type: none"> • Ohio Business Gateway • Ohio Benefits • MyOhio • Mobile First • E-Licensing /E-Payment Platform 	<ul style="list-style-type: none"> • Kronos • Geographic Information System • VoIP • Identity Management • BI Platform/Data Analytics • SharePoint /Mobile App Platform • Office 365 • Enterprise Document Management • Salesforce • Service Now 	<ul style="list-style-type: none"> • Ohio One Network / Broadband Connectivity • MARCS • Storage & Server Virtualization/ Consolidation • Mainframe Consolidation • Co-location Services • Disaster Recovery as a Service • Security