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# STATE OF INDIANA

*Nominations for NASCIO's 2007 Recognition Awards for Outstanding Achievement in the Field of Information Technology, Business Continuity, & Disaster Recovery*

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## **Enterprise Systems: Implementation & Consolidation**

*Data, Information and Knowledge Management*

While the State's (now complete) consolidation of network and desktop support well underway, the State of Indiana's Office of Technology began a second phase of the consolidation: consolidate all e-mail into a single Active Directory, implement the State's enterprise financial and human resources PeopleSoft system across all agencies, consolidate systems with redundant data into Active Directory and PeopleSoft, and transition the remaining systems enterprise systems to authenticate against Active Directory. As a result of this multi-pronged effort, several manual processes have been automated, with more to come, saving time and money and increasing security.

### ***Business Problem and Solution***

The State of Indiana has a multitude of unconnected systems that collect data about state employees, many of which collect the same types of data. Over the years, these systems grew organically and were not designed to be integrated. As a result, the State:

- Had millions of dollars sunk into PeopleSoft licenses, but implemented in only a handful of Indiana's more than 75 agencies.
- User identity data stored in multiple locations, with no single system being authoritative source for any one type of data, and the systems unable to be linked to link the same person in one system to the same person in another.
- Monthly billing processes for internal services, such as the provision of e-mail accounts, was labor intensive and prone to human error due to the manual processes required to count usage and transition that information to billing systems.
- Connecting printers required manual intervention.
- Contacting the Customer Service Desk, which provides enterprise desktop support, was primarily via phone, and gathering computer specific data was time consuming and prone to error.
- Had no enterprise web content management system and multiple people could log in via FTP without FTP access being tied to the account management practices around Active Directory.

As a second phase of the Enterprise IT Consolidation, during which the Indiana Office of Technology consolidated all network and desktop support functions, IOT began an initiative

aimed at full implementation of its enterprise systems and the elimination of duplicate systems, including:

- PeopleSoft HR and Financials was implemented across all agencies.
- PeopleSoft integration with Active Directory: both in password and data sharing (so that a user in either system can be uniquely identified in the other system).
- Automated billing of services (based on data directly from Active Directory so that agencies can automatically be electronically billed for their usage).
- Automated print driver installation.
- Helpdesk Assistant: desktop application that gathers key data about the user's machine when they submit a ticket to the Customer Service desk.
- VPN authentication using Active Directory (which eliminates separate maintenance of usernames and passwords in that system).
- Implementation of a web content management system for the delivery of all state web content (which also authenticates against Active Directory, eliminating separate maintenance of usernames and passwords in that system).
- Elimination of the State's separate online "phone book" and "email directory" due to integration of PeopleSoft and Active Directory [coming third quarter of 2007].
- Automatic, or so-called "Zero Touch," provisioning of Active Directory accounts when a new employee is hired (via integration with PeopleSoft) [coming third quarter of 2007].

### ***Significance of the Project to the Improvement of the Operation of Government***

**PeopleSoft Implementation.** PeopleSoft HR and Financials has been implemented across all state agencies. This has dramatically reduced the paperwork associated with personnel actions, budgeting, and procurement. Additionally, the PeopleSoft time and labor module, which allows for the paper-less process of time keeping is being steadily implemented across additional agencies.

**PeopleSoft Password Integration with Active Directory.** Over the past six months, 42% of IOT customer issues (6,900 issues/month) were associated with password resets. Seventy-four percent of these were associated with PeopleSoft, while 25% were associated with Active Directory (network login account). The remaining 1% was associated with the mainframe, Oracle, VPN, and Novell. By synchronizing the passwords between PeopleSoft and Active Directory, along with the implementation of a self-service voice-based password reset system, the total cost of password reset, estimated at \$237,200 annually, has been significantly reduced. Now, users can reset their own Active Directory account, which resets their password with PeopleSoft and other systems that authenticate against Active Directory, and thus reduces the number of calls to the Customer Service Desk.

**Automated Billing:** The use of Active Directory as source for resources has replaced a once manual process took 15 operations staff about 5 hours each month to produce usage reports. The previously manual process was time consuming and, more importantly, error prone. It now takes only five minutes to create, fully automated, usage reports. In sum, 74 man hours were saved every month, not to mention the time saved discussing and correcting errors in the manual process.

**Automated Agency Based Print Driver Installation.** It used to take a Customer Service staff member 10 minutes to install printers on a user's desktop. There are tens of thousands of printers on the network and finding the correct one was often difficult. Now, there is now a tool to search for printers based on the user's agency, which the user can do herself.

**Helpdesk Assistant.** This user-based tool allows our customers to submit issues to the Customer Service Desk and reduces the time it takes to get issues entered into the Altiris system. An estimated 150 hours of customer service time is saved *every month* due to this tool.

**Employee Information Gatherer Program.** This program was deployed statewide to gather employee information to update Active Directory increasing the accuracy of our e-mail system and helpdesk ticketing system. With 28,000 employees, and saving 10 minutes per call, IOT saved 4,600 employee hours in gathering this data.

**Multiple Systems Integrated or Eliminated.** The enterprise web content management system and VPN system have been integrated to leverage Active Directory for authentication. The State's separate email and directories will soon be eliminated now that Active Directory and PeopleSoft have been integrated.

### ***Public Value of the Project***

Admittedly, the value to the public is hard to calculate in hard dollars. How, for example, do you calculate the dollars saved from the potential security breaches prevented with the elimination separate processes for the administration of a separate set of user names and passwords by leveraging the robust processes IOT has integrated around Active Directory? In simpler terms, the elimination of multiple manual processes has allowed IOT staff to transition to more strategic projects, rather than time-consuming manual processes to facilitate billing, password resets, and the like.