

State of Indiana

Governor Daniels established the office of the CIO for the State upon taking office January 2005

He gave the following directions

- Improve service
- Reduce cost
- Support state / agency initiatives
- Consider “green” whenever possible

Started 30-day assessment (took 2 weeks)

- Talked to customers, employees, vendors
- Assessed program management capabilities, service, employee capabilities / skills, processes

Results of Assessment

- Each agency had their own infrastructure support group
- Central IT supported 900 of 25,000 desktops
- High cost
- Poor service
- Low morale
- Weak management
- No security policy or plan
 - Network open
 - Personal security risks not addressed
- No metrics or SLA's
- Necessary processes missing
- Multiple email systems
 - Novell in 4 major agencies
 - Lotus Notes in multiple small agencies
- Ineffective state portal
- PeopleSoft state system implementation in 1997 was running in 5 agencies
- Each agency had their own IT contracts

Established Three Project Teams

- **Consolidation**
 - Worked with OMB / HR to develop process
 - Developed consolidation templates
 - Project plan
 - 14 month death march
- **Service Excellence**
 - Implemented best practices
 - Security policy and plan
 - Developed Project management competency
 - Customer satisfaction training
- **Shared services**
 - Detailed services and costs
 - Consolidation of vendor contracts

Results

- All agencies consolidated into one shared services organization (savings \$15M)
- Five data centers to one
- One email system – 107 agency servers to 16
- Single directory – authentication / address books
- Over 800 servers decommissioned
- Teamed with Indiana University for first state disaster recovery capability (reconfigured network)
- New state portal
- 135 agencies on PeopleSoft
- Security policy / secure network / personal security
- 4-year PC refreshment at no increased cost (Green Award)
- Consolidated all IT contracts (\$20+ million in savings)
- TPI benchmark study – top in service, bottom in cost

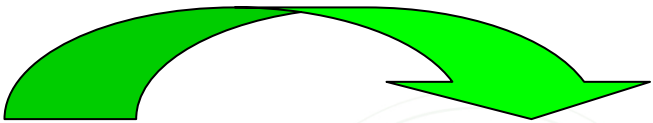
Vincennes WorkOne Fire

Friday, February 1, 2008



Measure - Results

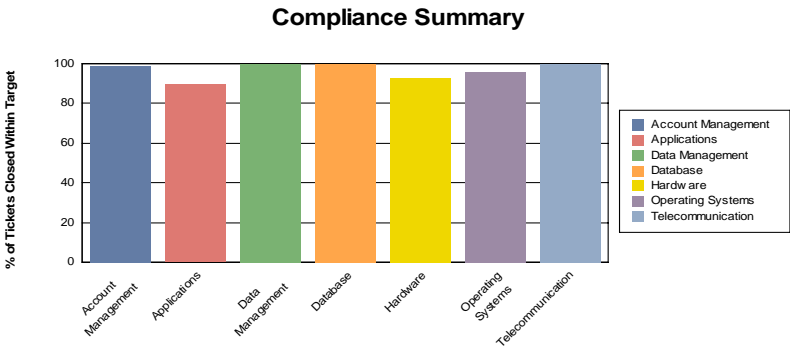
Improvement



Metric	JAN '06	Stats per Yr	JUL '08
Speed to Answer	Red	150,000 Calls	Green
Abandonment Rate	Red	Down to 3%	Green
Level 1 Resolution	Red	96,200 Tickets	Green
E-Mail Response	Red	84,000 E-Mails	Green
Customer Survey	Green	20,000 Surveys	Green
Resolution on Time	Red	148,000 Tickets	Green
Projects on Time	Yellow	254 Projects	Green
Network Availability	Yellow	2,500 Nodes	Green
Server Availability	Yellow	1,200 Servers	Green
Account Management	Red	25,000 Accounts	Green

Agency Monthly Report

Customer Service
The completed percentage of Helpdesk Tickets within SLA Target Resolution Times.



DOC Compliance Summary for December

	Compliance	Total Call Volume
Account Management	98.88%	713
Applications	89.79%	480
Database	100.00%	7
Data Management	100.00%	25
Hardware	92.96%	284
Operating Systems	96.00%	25
Telecommunication	100.00%	4
Web Portal Services (www.IN.gov)	0.00%	0

Projects
All open projects that IOT has in the process for your agency and what the current status is.

Project Name	Proposed Delivery Date	Flag Status (R/Y/G)	Current Status
Consolidation	Completed	G	Final Cost Savings numbers at OMB
Telecomm Visitations	06/01/07	G	Demo of PC Cam Telecomm visitation completion
CMS Deployment	Completed	G	Hardware Support and Change Control
Pen Products Data Center Move	06/01/07	G	Started 12/15/06
ID Badges	04/01/07	On Schedule	Central Office Completed

Agency Monthly Report

Future Initiatives		
Future or potential projects such as office moves, procurement of IT equipment, and deployment of equipment. These are identified by an IOT representative having discussions		
Description	Time Frame	Current Status
Pen Products - Commissary	7/1/2007	Assessment In Work
Pen Products - New T1 for App	7/1/2007	Assessment in Work

Identified Issues		
Any IT issues that IOT has identified that will need to be addressed by IOT or the agency.		
Description	Assigned to	Resolution
DOC Telecom Representative to support Phones, Pagers, Blackberries, Site moves, etc..	Turner/ Baltzell/Wilson	Solution discussions have started between Turner, Baltzell, Wislon
WAN Link Utilization	urner/ Baltzell/Wilsd	Monitoring WAN Utilization to all large Correctional Facilities

IOT Happenings
What IOT is doing to improve IT services and what we are doing to add value as agencies IT partners.
IOT 07 Pricing is completed and automatically updated in CIMS - Check website for prices