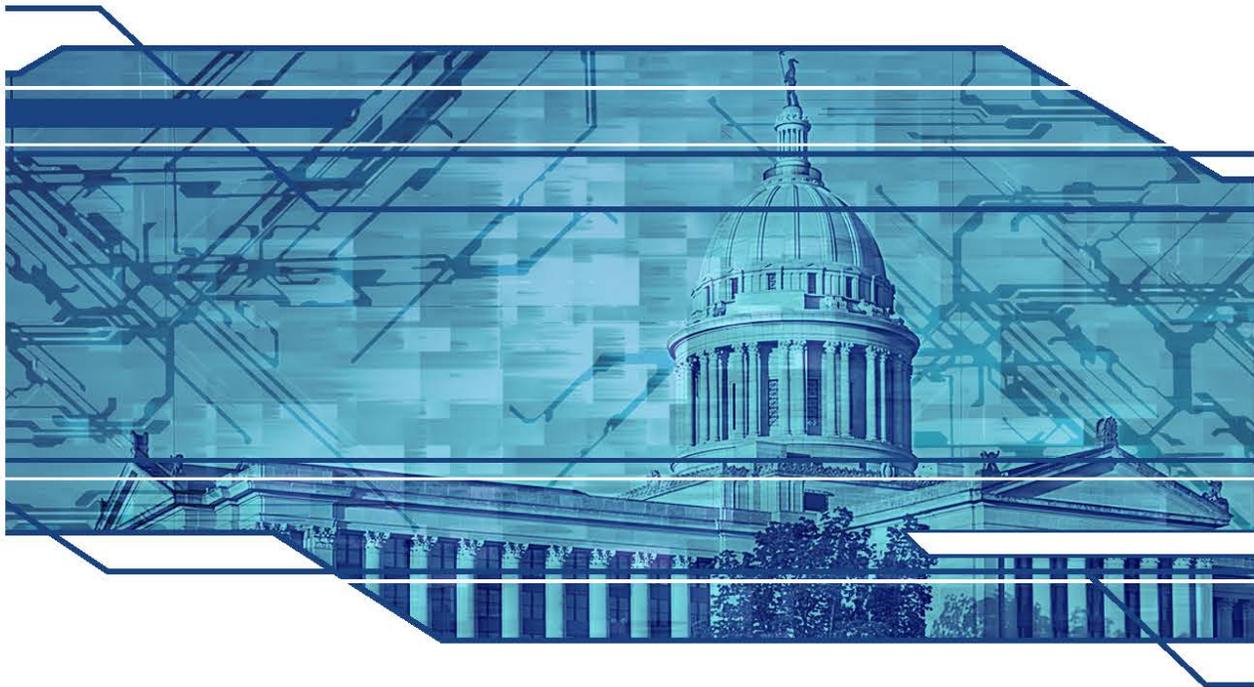


OpenRange Program: Phase One

State CIO Office Special Recognition



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*Office of Management and Enterprises Services
Information Services Division (OMES ISD)
State of Oklahoma*



Project Initiation: Feb. 4, 2013
Project Completion: Nov. 25, 2013

Executive Summary

OpenRange is a State of Oklahoma program created in February 2013. The program provides tools through which other governmental entities can utilize the state's procurement power for their purchases of information technology products and services. Created by the Office of Management and Enterprise Services Information Services Division (OMES ISD) as a result of changes in legislation, the program offers statewide technology services to a great number of governmental entities outside of state government. These other governmental entities are known as *affiliates*, and they are organized into the following categories:

- Higher education;
- K through 12 schools;
- Cities;
- Counties;
- Libraries;
- Hospitals;
- Native American tribes; and
- Other entities as defined by state law.

This is a diverse group of customers with a wide range of IT needs.

The project's mission is to reduce IT costs and improve IT service quality. OpenRange has three primary goals:

1. Remove obstacles;
2. Promote leading industry practices; and
3. Encourage collaboration among governmental agencies.

OpenRange promotes its services through its website, social media tools, broadcast emails and an annual conference and trade show. Also, the program has established *technology advisory councils* whose mission is to promote the new program to affiliates.

Since OpenRange was established in February 2013, the program has increased available statewide contracts and statewide IT vendors by 30%. Furthermore, the program has experienced steady increases in total spend and revenue.

Business Problem and Solution

Oklahoma's information technology and telecommunication consolidation effort began with the passage of the *Oklahoma Information Services Act* in 2009. The legislation created the position of chief information officer (CIO) and granted the CIO exclusive responsibility for IT and telecommunication procurement for executive state agencies. The legislation tasked the CIO with assessing existing systems and developing a shared services model and consolidation plan.

As OMES ISD began consolidation, an evaluation of the partnering agencies was performed to learn more about the services they provide and their relationships with other Oklahoma public agencies, known as affiliates.

In May 2013, new legislation helped to facilitate the OpenRange initiative by amending existing procurement provisions related to public agencies. The statute expanded the definition of a public agency which provided the ability to offer cost saving opportunities to public agencies outside of state government. In essence, the law allowed additional government entities to purchase IT and telecommunications equipment and services through state contracts in lieu of their normal bidding procedures.

OMES ISD goals included:

- Establishing a program to make affiliates aware of the legislative change that enabled them to use OMES ISD technology services; and
- Creating an open forum, or roadmap, where affiliates and agencies could work together to improve technology services and provide cost savings on all technology purchases.

Governor Fallin introduced the OpenRange program in her State of the State address in February 2013. Immediately, the OpenRange team began working with public education entities to help provide cost savings on IT overhead and expenses. The goal was to assist school districts in their own IT consolidation efforts, improve technology and reduce IT budgets. The theory was that one way to get more money into classrooms is by saving dollars on IT overhead and expenses.

OpenRange met its 2013 goals through several communication mediums and collaboration avenues. OpenRange utilizes its website, social media posts, broadcast emails and press releases to communicate information on new contracts and services, upcoming events and presentations. OpenRange now has nearly 2,600 email subscribers and continues to increase its content and interaction with customers through social media.

Collaboration avenues include an annual conference and trade show, technology advisory councils, and partnerships with vendors for statewide services. The OpenRange RoundUp is the annual conference and trade show where state agency

and affiliate technology directors and certified procurement officers (CPOs) can see and learn more about the IT products available through statewide contracts.

OpenRange also provides information technology and telecommunications services to affiliates through OMES. These services continue to expand as our relationships with affiliates mature. Currently, services fall into the following categories:

- Transparency and Portal Services;
- Regulatory Assistance Systems;
- IT Procurement Assistance; and
- Affiliate Enrichment Services.

Transparency and Portal Services provides consistent and reliable mechanisms for affiliates to publish web content, make data sets publicly available, and drive traffic through a consistent portal interface.

Regulatory Assistance Systems assists affiliates in meeting state and federal reporting requirements. Current areas of focus are on education affiliates; however, offerings in other business segments are in development.

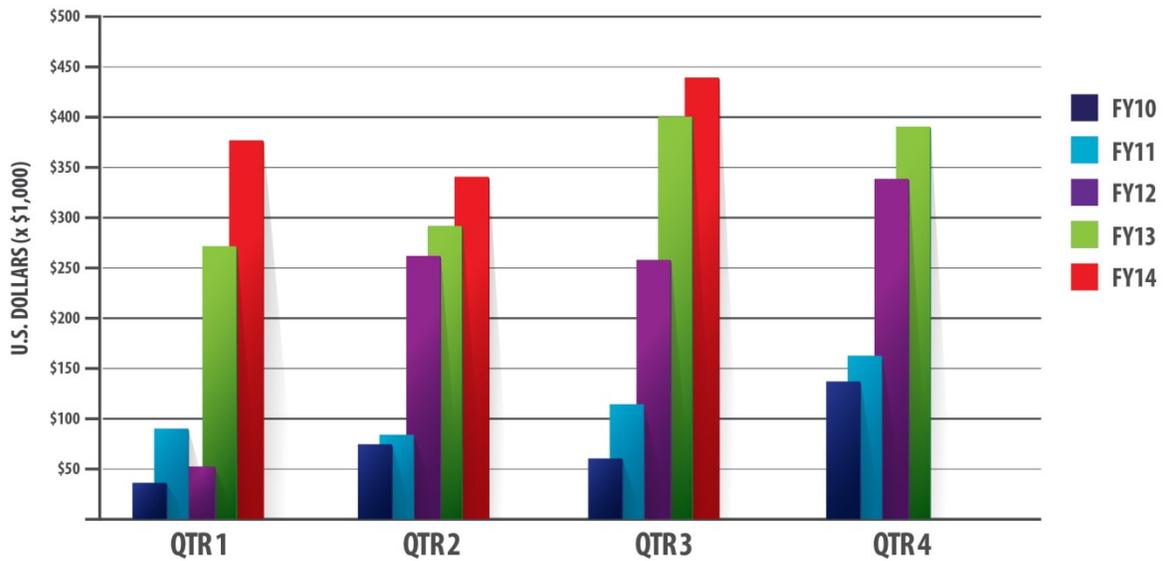
One of the areas where the OpenRange program has made a significant and immediate impact is in reducing government IT spending through shared state IT contracts and services. Opening up an extensive catalog of statewide contracts and services to all government entities and affiliates maximized purchasing power and reduced costs for products and services. Moving to a statewide contract model also reduced the number of individual contracts that had to be managed and increased the responsiveness and accountability of vendors in the execution of commitments.

Significance

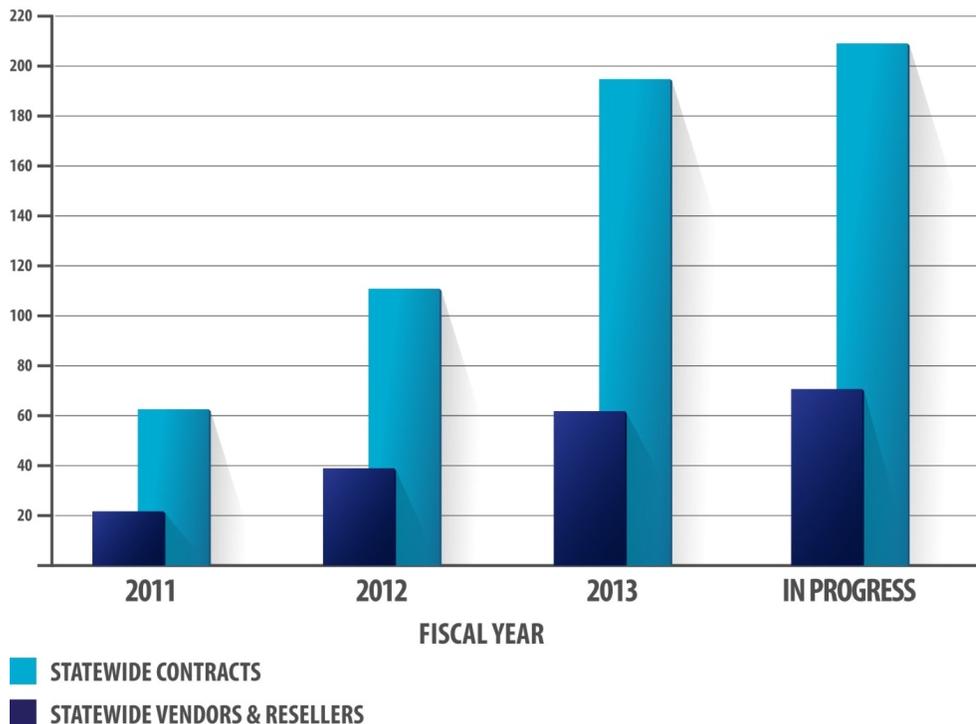
OpenRange leverages economies of scale to provide consistent, quality-driven and cost-efficient technology services for all education entities, regardless of their size. OpenRange also created a model for schools and technology centers that provides a roadmap on how to become less dependent on capital expenditures to meet their technology needs. This shared services model categorizes technology products and services as operational expenses which reduces costs and simplifies technology budgets. This model also allows affiliates to redirect any savings on technology costs to other budget items.

Since its inception, OpenRange has continued to increase spend on statewide contracts. In fiscal year 2013, total percentages attributable to affiliate spend made up 42% of statewide contracts. Likewise, the total percentage of affiliate revenue of statewide contracts was 36%. When 2013 first quarter data was compared with 2014 first quarter data, there was a 50% increase in spend and a 48% increase in revenue.

REVENUE BY QUARTER



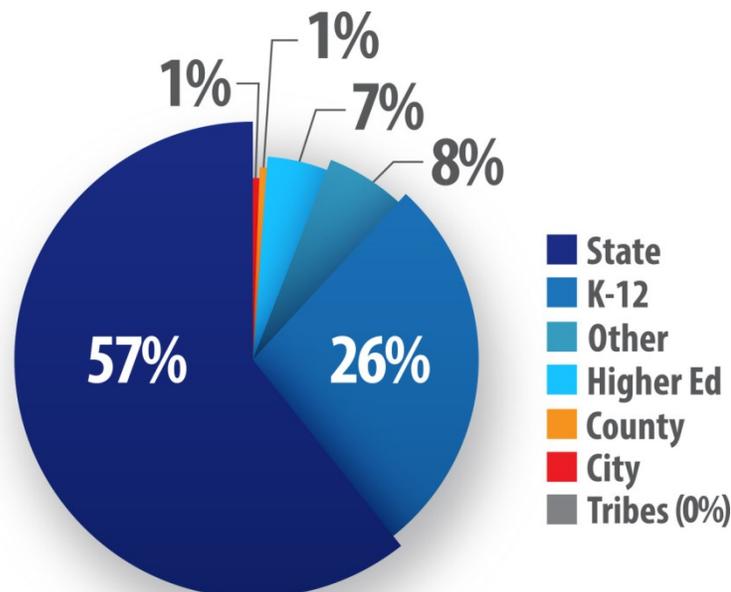
There are more than 70 shared statewide IT contracts currently available to all government agencies. Since February 2013, the program has increased available statewide contracts and IT vendors by 30%. Recent statewide contracts executed with Altiris desktop management, Symantec endpoint encryption and anti-virus protection, and select Microsoft products are examples of this continuing effort. The technology advisory councils have been instrumental in completing several new statewide contracts which include course management systems, emergency communications, audio-visual equipment, student information systems, and ESRI's GIS software.



Benefits

Prior to the establishment of the OpenRange program, many affiliates were unaware of the savings they could achieve through the use of statewide contracts and OMES ISD services. Communication efforts are viewed as the catalyst for the increases in affiliate spend and contract use, as well as the increases in the types of statewide contracts and services available. Outreach initiatives have shown that various affiliate groups have enterprise level needs OpenRange could assist with, such as emergency communications, 911 services, and student information systems. These new concepts are a direct result of collaboration initiatives such as the annual OpenRange conference and trade show and the quarterly meetings of the technology advisory committees.

In 2013, more than 300 people attended the annual conference and trade show that featured 38 speaker sessions and 40 participating agencies and IT statewide vendors. Attendees included procurement officers and IT directors from across Oklahoma. The event's focus is to provide a collaborative environment for participants, IT statewide contract vendors and guest speakers to discuss methods to improve shared technology procurement contracts and products and services.



The first technology advisory committee was established for education affiliates. Known as the Education Technology Advisory Committee (ETAC), the committee is comprised of IT representatives from K-12 schools, higher education, and career and technology centers. Quarterly committee meetings focus on improving the OpenRange program and its available contracts and services to education affiliates by helping to pinpoint the

areas of greatest need and prioritizing solutions. As technology rapidly changes, these targeted, open discussion forums have become essential in our efforts to stay apprised of technology innovations.

Another initiative of OpenRange is the E-Rate Program. E-Rate is a federal, technology funding program available to education entities and libraries. OpenRange has partnered with *Funds For Learning* to establish free E-Rate training and technology assistance. OpenRange also does presentations about upcoming legislation that could affect the E-Rate program and provides information on E-Rate compliant, statewide contracts.

Another benefit of the OpenRange program was the consolidation of the state's IT communications. The program provides a single, consistent communications point for every IT need. The OpenRange brand name is now identified as a reliable resource for IT information, products, services, purchasing and solutions.

OpenRange will continue to grow and find new avenues of serving our constituents in phase two. OpenRange is currently working to create an improved website that not only provides information about IT statewide contracts and services, but will be expanded to provide information about all statewide contracts. This will provide all our affiliates with additional opportunities to save on purchases of every type. OpenRange will continue to communicate, collaborate and innovate to help ensure all Oklahoma public entities have access to the best IT information, solutions and products at the lowest cost to taxpayers.