

# Indiana Office of Technology Overview

## 1. Description of IOT Programs prioritized from most to least important:

- A. IOT – Fund 71660:** The Office of Technology (IOT) operates from a revolving fund and receives no appropriations. All budget dollars are derived from a charge-back method (rates) to the agencies and governmental branches that utilize the services of IOT. This program supports the following areas:
- Executive Branch agency IT functions.
  - Executive Branch Datacenter, including critical public safety systems, DOC, BMV branch systems, Unemployment systems, Department of Revenue, etc.
  - Executive Branch desktop computers (approximately 27,000) and related “back office” support functions.
  - Executive Branch e-mail boxes (approximately 28,000).
  - Executive Branch server computer systems (approximately 2,900).
  - IN.gov web portal (approximately 100 agency web sites)
- B. GMIS – Fund 71675:** In May 2005, the support and development group known as Government Management Information Systems (GMIS) was transferred from the Department of Administration to the Office of Technology. This program functions as the technical and functional support for the enterprise systems that provide financial systems, procurement systems, and HR systems. (Commonly known as PeopleSoft ENCOMPASS) Program is funded through a combination of charge-back to agencies using the systems and the Telephone fund. Future direction is to fund entirely from agency charge-back.

## 2. Accomplishments and Challenges:

- A.** Lowered services costs to the agencies through operating efficiencies and negotiated savings in contracts. FY2010 service rate reduction was 6.7% in addition to a \$3.4 million rebate to the agencies. FY2011 service rate reduction was 5.5%.
- B.** Established excellence in customer satisfaction on support provided to the agencies. 2,100 customer satisfaction surveys sent to agency support customers per month have resulted in an average of 97% customer service satisfaction since January of 2009. June of 2010 received 99% customer satisfaction
- C.** Executive Branch 4 year desktop computer refresh program (9/07) to replace all desktop computers by late 2011 saving the agencies \$6 million per year. Executive Branch agencies no longer responsible to budget the cost of their own desktop computer replacements
- D.** Partnered with SBA, AOS, TOS, and IBM to implement PeopleSoft (ENCOMPASS) as the official State Financials system. Go-live was 9/16/09.
- Worked closely with SBA and AOS to support their maiden efforts in Budget Closing and Financial Closing for the official 2010 State books within PeopleSoft.
- E.** Partnered with SBA on Human Resources Peoplesoft projects including Time & Labor to submit electronic time sheets, Strategic Hiring Module for the Strategic Hiring Committee, Electronic Learning Management (ELM) for online training
- F.** Green IT Initiatives
- Established standards for equipment purchases that included energy efficiency as a priority
  - Implemented virtualized computing environment with over 650 virtual servers implemented

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- Received Computerworld “Top Green-IT Organizations” for both 2009 and 2010
- G. Data center improvements**
  - Established improved security measures including camera monitoring and premise controls. These efforts were viewed very favorable during audits by Social Security, IRS for FSSA, DCS, DOR, DWD and BMV
  - Updated cooling and power capabilities to handle higher capacity
  - Enabled BMV to use secured and environmentally controlled area in data center for driver license central issuance saving BMV \$750,000 in build out costs
- H. Assisted FSSA on technology components of the termination IBM Eligibility project**
  - Assumed operations and vendor management of two IBM datacenters in northern Indiana
  - Assisted in adjustment for telecommunications and technology required for FSSA Hybrid solution.
- I. Implemented continued IN.gov web portal improvements**
  - Received Grade “A” from Sunshine review for transparency in a government web site
  - Established mobile.in.gov with 77 mobile web sites deployed
  - Established forms.in.gov for standard government forms availability with over 11,000 forms available

### **3. Objectives for the 2012 – 2013 Biennium:**

- A.** Continue the downward pressure on rates charged to the agencies which results in a lower overall cost to the State.
- B.** Manage desktop and server computer systems to save costs on power consumption as well as supporting “green” initiatives
- C.** Improve agency government services provided electronically

### **4. IOT Key Performance Indicators**

- A.** Helpdesk Quality Index - Indicator of how well IOT is providing timely and effective support for the services provided. IOT has met or exceeded this indicator for FY2010 and to this point in FY2011
- B.** Average Network Availability – Indicator of availability of the computer network supported through IOT. IOT has been yellow on this indicator in 2 different quarters to this point in FY2011. This result is primarily due to Internet outages. IOT is adding higher capacity redundant Internet connections to improve on this indicator.
- C.** Average Server Availability – Indicator of the availability of IT server systems supported in the IOT data center. IOT has met or exceeded this indicator for FY2010 and to this point in FY2011

### **5. Organizational Chart**

- A.** see attached

### **6. Any programs reduced or eliminated**

- A.** IOT continues to work towards lowering service rates in both programs through efficiencies and contract negotiations