

Agency Overview – FY 2014-15 Biennium

Indiana Office of Technology

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 state appropriations. All budget dollars are derived from a charge-back method (rates) to the agencies and governmental branches that use IOT's services.

This program supports the following areas:

- Executive branch agency IT functions
- Executive branch data center, including critical public safety systems, Department of Corrections, Bureau of Motor Vehicles branch systems, Unemployment Insurance 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). The program is funded through a combination of charge-back to agencies using the systems and the Payphone Proceeds fund.

2. Accomplishments and Challenges:

- a. Lowered services costs to the agencies through operating efficiencies and negotiated savings in contracts. FY2012 service rate reduction was 6.2% in addition to a \$6 million rebate to the agencies. FY2013 service rate reduction was an additional 7%.
- b. Completed Executive Branch desktop computer refresh program to replace all desktop computers on a 4 year cycle, saving the agencies \$9 million since 2008.
- c. Upgraded statewide implementations of PeopleSoft HR and PeopleSoft Financials to the PeopleSoft version 9.1. PeopleSoft HR supports the statewide human resources functions for the state, including hiring, labor management, training, and time management. PeopleSoft Financials is the official statewide financial system.
- d. Consolidated the City of Indianapolis/Marion County and Ivy Tech mainframe operations onto the State's shared mainframe. This provided substantial cost savings to the City of Indianapolis/Marion County and Ivy Tech, as well as the State, by sharing the costs of the mainframe operations.
- e. Consolidated data center and technology support for the Lottery.
- f. Assisted FSSA on technology components resulting from the termination of the IBM Eligibility project:

- Closed the two IBM data centers in northern Indiana and brought operations into the State data center
 - Assumed operations and support work from former IBM sub-contractors for the desktop equipment and back-end systems
- g. Implemented continued IN.gov web portal improvements:
- Redesign of IN.gov web site, including over 200 different sub-site home pages
 - Adjusted contract agreement with portal vendor to incent more revenue generating opportunities for the agencies. Contract has generated over \$1.2 million in savings.

3. Objectives for the FY 2014-15 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
- b. Average Network Availability – Indicator of availability of the computer network supported through IOT
- c. Average Server Availability – Indicator of the availability of IT server systems supported in the IOT data center

5. Organizational Chart:

- a. Attached

6. Any Programs to be Reduced or Eliminated:

- a. IOT continues to work towards lowering service rates in both programs through efficiencies and contract negotiations and recommends that no programs be reduced or eliminated.