AGENCY OVERVIEW-B16-17

INDIANA OFFICE OF TECHNOLOGY

1. **Description of IOT Programs:**

    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.
        - Support IOT and OMB Management and Performance Hub
        - 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).
        - Project Success Center implementation
        - 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 Telephone fund.

2. **Accomplishments and Challenges:**

    a.   Implemented virtual server environment for state server hosting. Approximately 65% of State's servers are virtual, thereby saving energy and lowering costs.

    b. Hardware refresh implemented, all state PCs replaced with standard single vendor models on a 4 year rotating schedule. Through 2014 49 K PCs have been deployed. Standardization of PCs has resulted in $6 million in annual savings ($42 million total)

    a. Provides both secure and public wireless access over 1,000 centrally controlled wireless access points throughout all 92 counties

    b. Expanded Web/Conference Call capabilities with new combined InterCall/WebEx agreement

- o Reduction in Long Distance rates by between .15-.4 cents per minute, depending on usage, for Conference Bridge service with increased functionality, such as a toll-free number and call recording

- o Reduced cost by at least $50K a year and improved availability for Web Conferencing

a. Implemented Mobile Device Management (MDM) and standardized on the iPhone

b. Implemented Oracle Hyperion Planning and Budgeting, a web-based system that replaced an older client system that was more difficult and expensive to maintain. Hyperion provides a more direct interface to the PeopleSoft accounting system, and includes robust functionality for standard and ad hoc reports.

c. Launched MPH website, advised on infrastructure and technology purchases for the build-out and successfully managed the Infant Mortality/Child Fatality Advanced Data Analytics case study.

3. **Objectives for the 2016 – 2017 Biennium:**

a. Management and Performance Hub-Continue to support and develop additional Advanced Data Analytic projects across multiple agencies.

b. Further develop mobile applications to improve efficiency of employees deployed in the field or outside of home office.

c. Increased Cyber Security through the implementation of the NIST model and develop a 24/7 security operations center.

d. Continue the downward pressure on rates charged to the agencies which results in a lower overall cost to the State.

e. Continue to develop Project Success Center.

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.

8/15/2014

    c.   Average Server Availability – Indicator of the availability of IT server systems supported in the IOT data center.

    d.   Project Success Center – indicator of project health.

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.

7. Any reallocation of funds to accomplish these changes should also be included.

    a.   The MPH.