



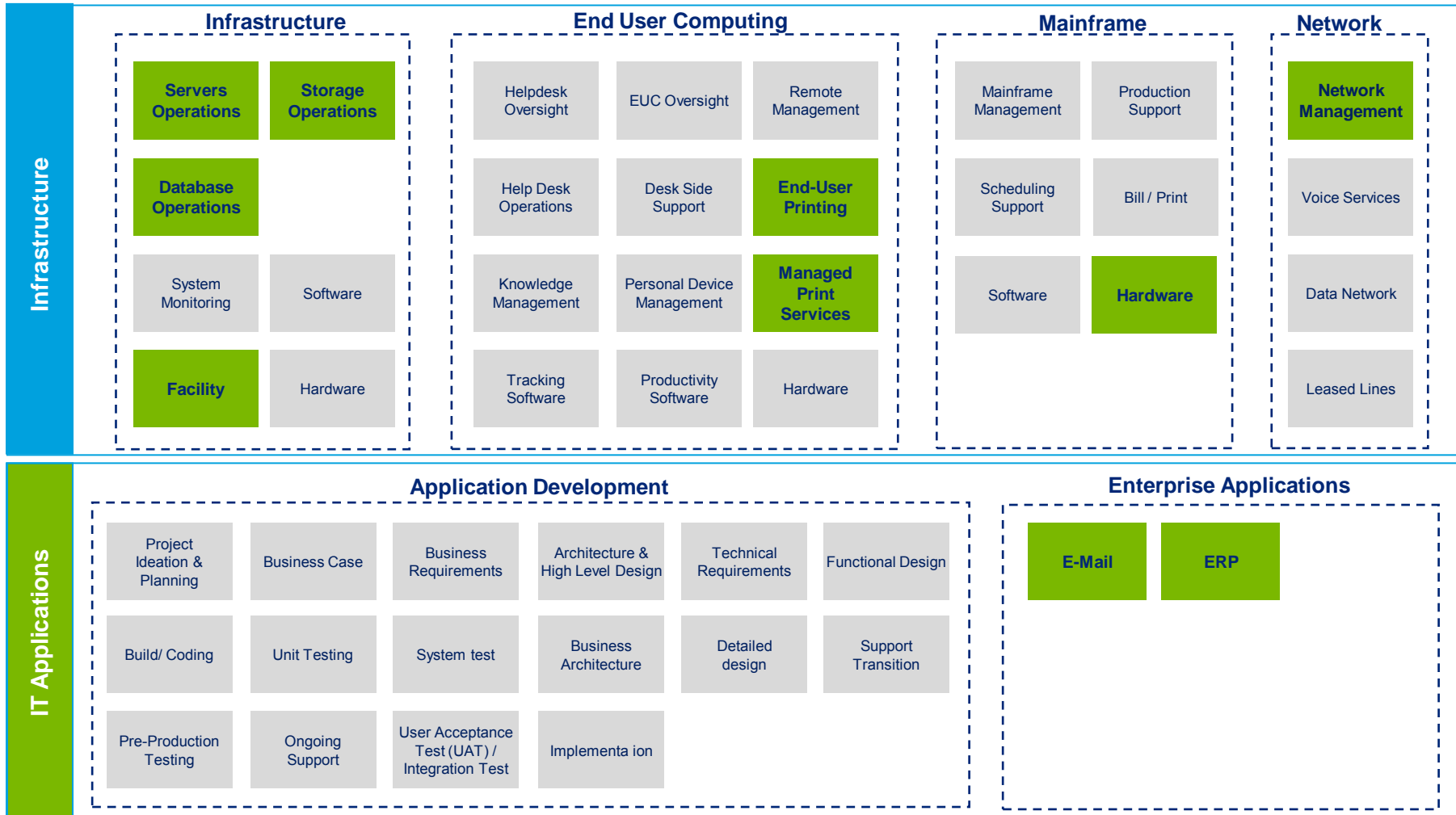
# State of Louisiana Office of Information Technology

## Utilization Management Plan



# Utilization Focus Areas

Key disciplines within the Infrastructure and Application areas will be rated against industry best practices. The areas with key opportunities for utilization improvement are highlighted in green.

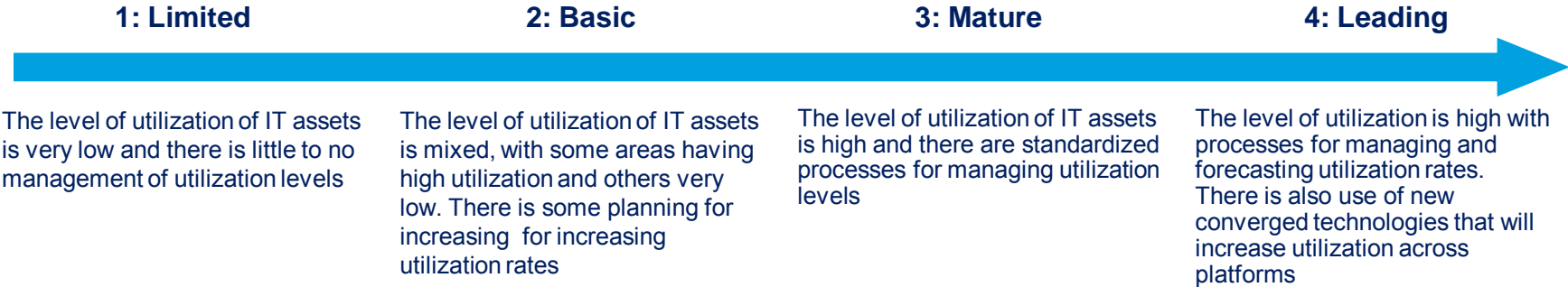


# Capability Maturity Assessment Levels

A capability maturity model was used as a means for comparing the State’s key infrastructure and applications with industry accepted practices to identify how the State’s environment addresses utilization.

Each focus area will be assessed by a current state rating as well as a desired state rating, defined by the colors below:

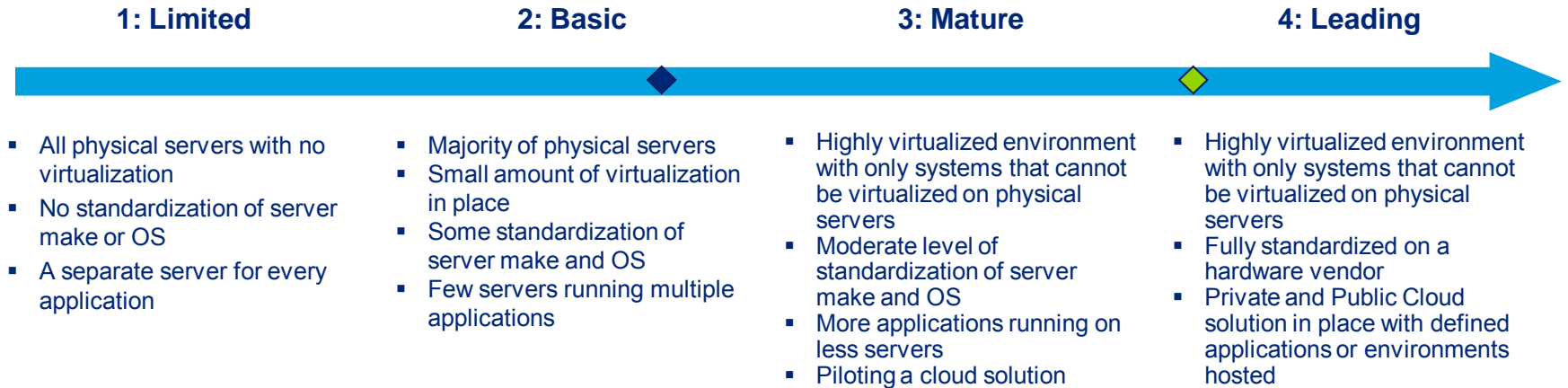
## Capability Maturity Assessment



<b>Legend:</b>	 State of Louisiana Current State	 State of Louisiana Desired State
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# Server Assessment Level

Using the assessment model to evaluate the State of Louisiana utilization of servers is as follows:



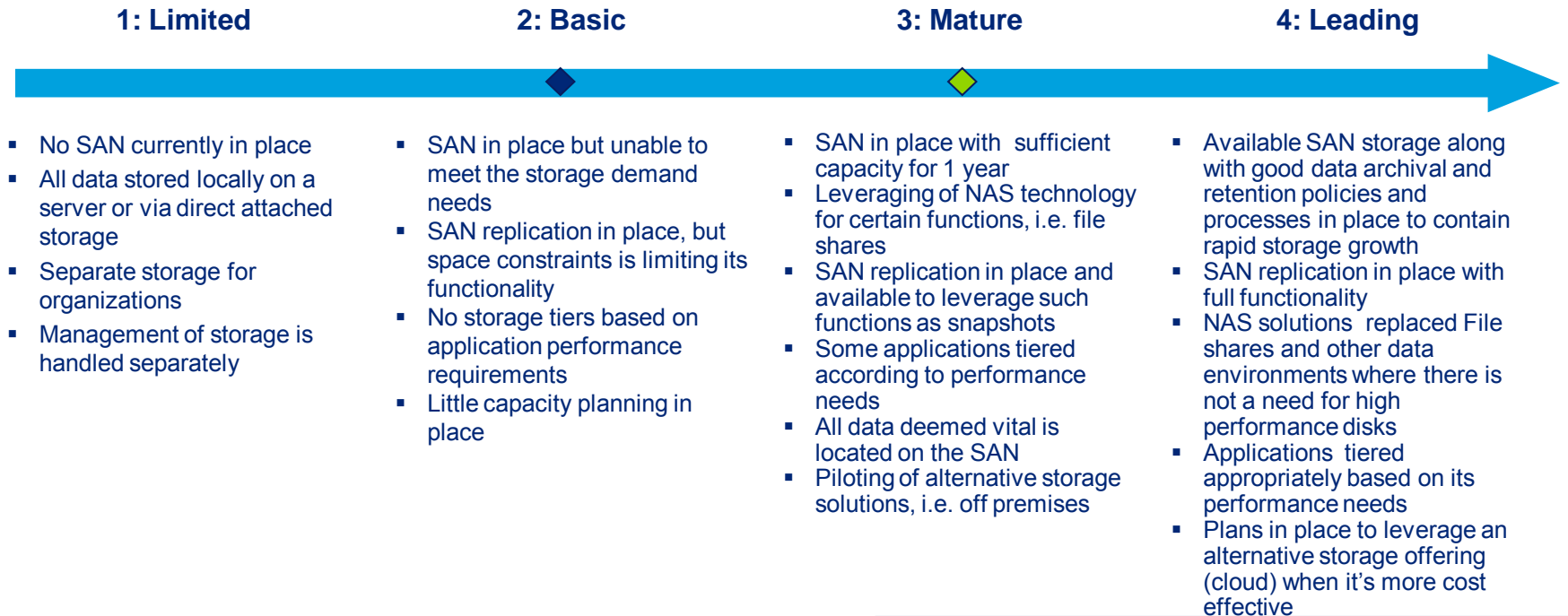
**Legend:**  State of Louisiana Current State  State of Louisiana Desired State

## Focus Areas for Desired State

- Consolidate servers to the ISB and DPS Data Centers according to the Facilities Management Plan
- Continue virtualizing servers as consolidation activities occur
- Implement a public cloud solution for qualified environments (Dev, Test, DR/BCP) according to the Facilities Management Plan
- Standardize on a hardware vendor that will offer the State a vision into their roadmap for next generation servers, as well as easing the deployment of servers and build servers with pre-built images for faster provisioning
- Standardize platform to allow the use of the vendors management tools, which aids in the deployment of key vendor fixes/patches
- Decrease the number of VMware Hosts by consolidating agency virtual environments into one consolidated VM environment and increase the ratio of VM clients to hosts

# Storage Assessment Level

Using the assessment model to evaluate the State of Louisiana utilization of storage environment is as follows:



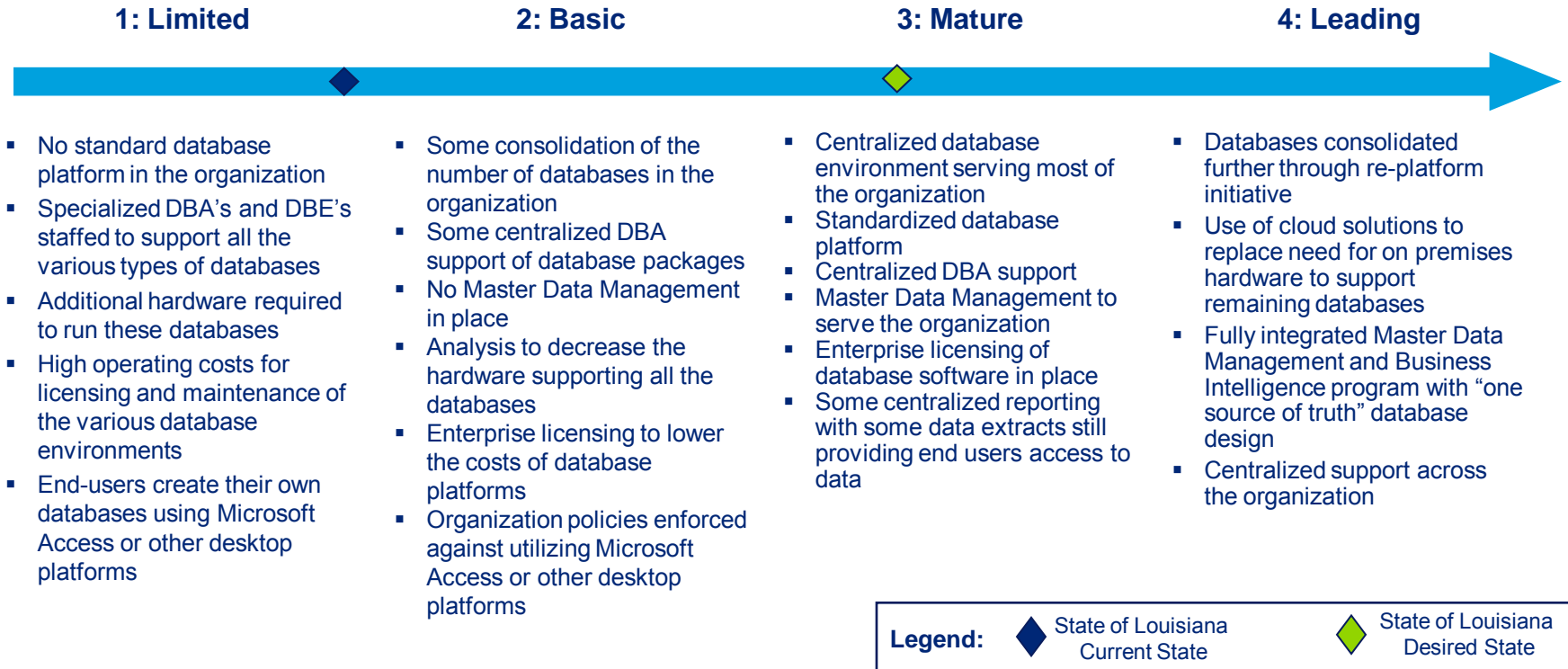
**Legend:**  State of Louisiana Current State  State of Louisiana Desired State

## Focus Areas for Desired State

- Leverage less expensive storage technology such as NAS for areas not needing high throughput (i.e. file shares)
- Analyze for improvements to management tools, techniques and technologies to reduce and avoid extra costs (IBM SVC)
- Consider alternative storage offerings in the marketplace – higher compression or cloud where data security is not an issue, could be addressed with the public cloud offering
- Consolidate storage environments across the State to decrease the amount of disparate SANs currently in production
- Analyze current environment to ensure that applications are not suffering performance issues, such as latency in disk reads/writes and high IOPS
- Review data retention requirements for data to be kept online and what can be moved to tape and shipped off site
- Implement storage capacity planning to track usage, trends and forecasting of future needs

# Databases

Using the assessment model to evaluate the State of Louisiana utilization of database environments is as follows:

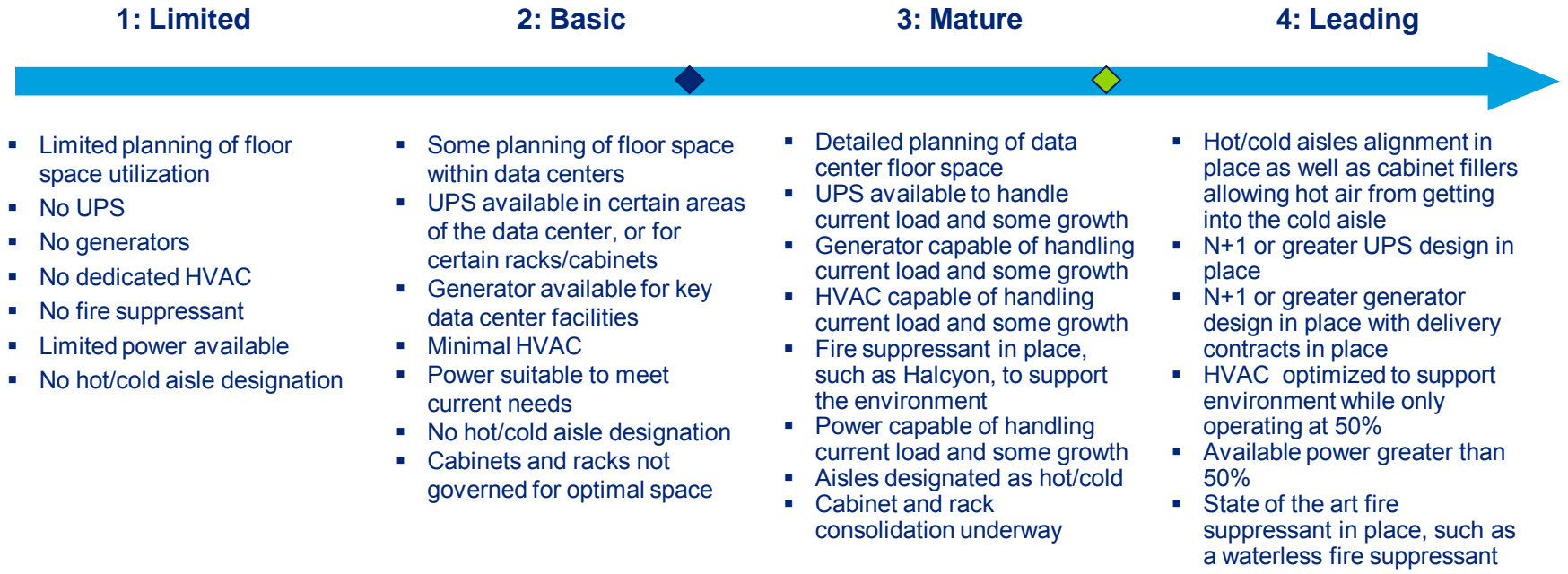


## Focus Areas for Desired State

- Perform analysis of all databases used by State agencies and determine need, platform and architecture
- Identify areas of duplication or where environments could be consolidated
- Review instances where databases are no longer needed and retire those immediately
- Develop a plan for Master Data Management and Business Intelligence for common data functions across agencies
- Identify opportunities where cloud solutions could reduce the need to have hardware on premises
- Centralize database support according to the future state Organization Structure

# Data Center Floor Space

Using the assessment model to evaluate the State of Louisiana utilization of data center floor space is as follows:



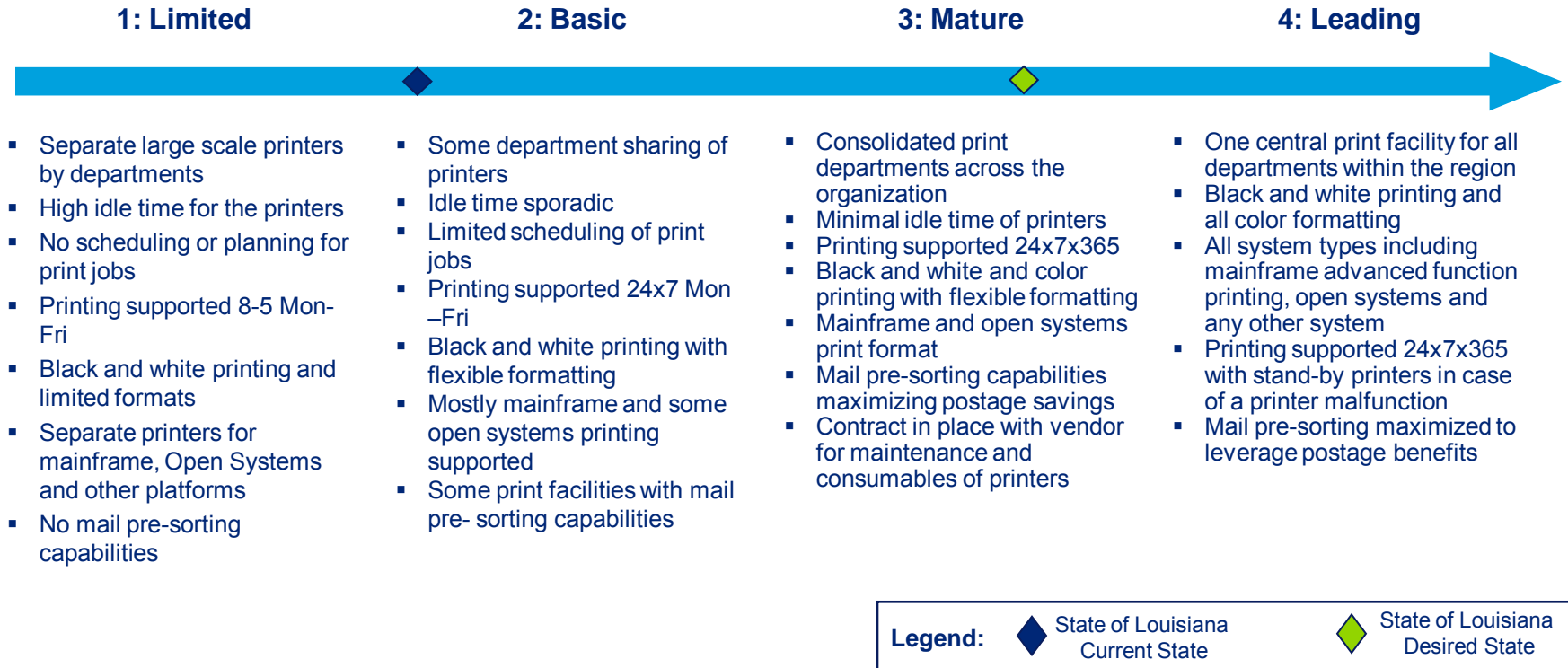
**Legend:** State of Louisiana Current State State of Louisiana Desired State

## Focus Areas for Desired State

- Re-architect aisles to designate as hot-cold aisles to make better use of HVAC
- Close up all empty space inside the cabinets with fillers, to prevent hot aisle heat coming into the cold aisle
- Increase power availability to at least 45% in DPS data center
- Tighten guidelines around rack and storage consolidation to optimize facility infrastructure
- Review power supplied to each cabinet to make sure it is suitable to equipment in the cabinet

# Managed Print Services

Using the assessment model to evaluate the State of Louisiana utilization of managed print services is as follows:



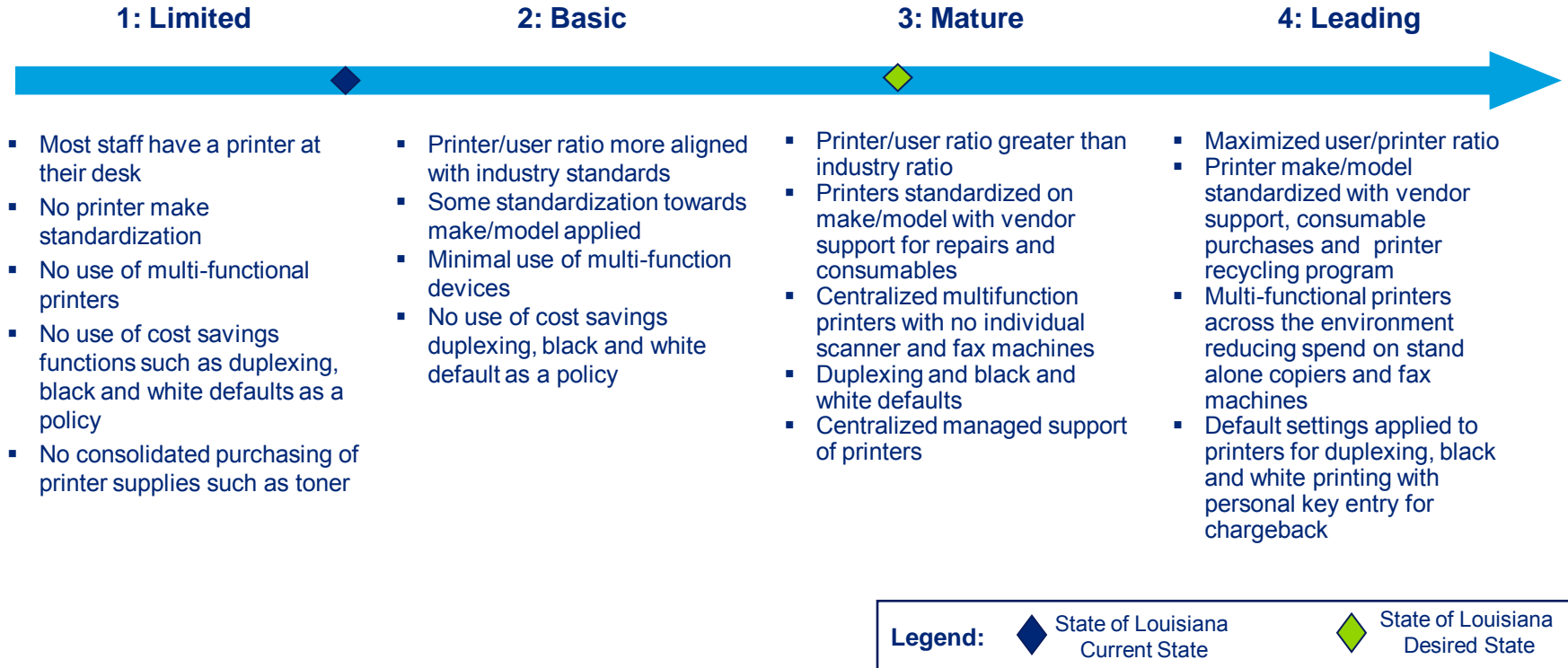
## Focus Areas for Desired State

- Centralize all state agency printing to one location at DCFS
  - Consolidate DOR, DOTD, OCS and DPS printing into the one print center at DCFS
- Move the state-wide printing center into the DCFS print facility
- Reduce the number of printers and print management contracts to the DCFS print facility only
- Terminate all unnecessary leases with printers no longer needed
- Develop a process for transporting print jobs to agencies to accommodate the agency needs



# End-User Printing

Using the assessment model to evaluate the State of Louisiana utilization of end-user printing best practices is as follows:

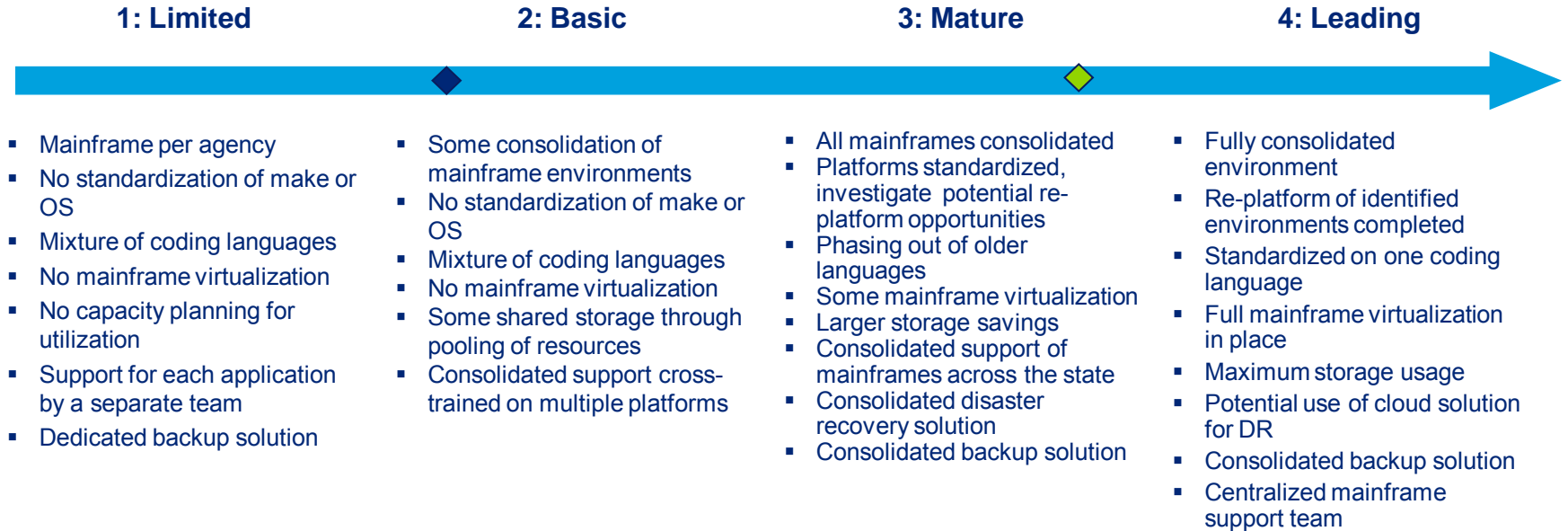


## Focus Areas for Desired State

- Increase ratio of users per printer from 1.69 to 6.5 or greater
- Develop a business case for a managed services contract of all printing across all state agencies
- Implement duplex as a default to reduce pages printed by 10-20% per month
- Leverage vendor for recycling of toner cartridges and consumable purchases

# Mainframes

Using the assessment model to evaluate the State of Louisiana utilization of mainframe environments is as follows:



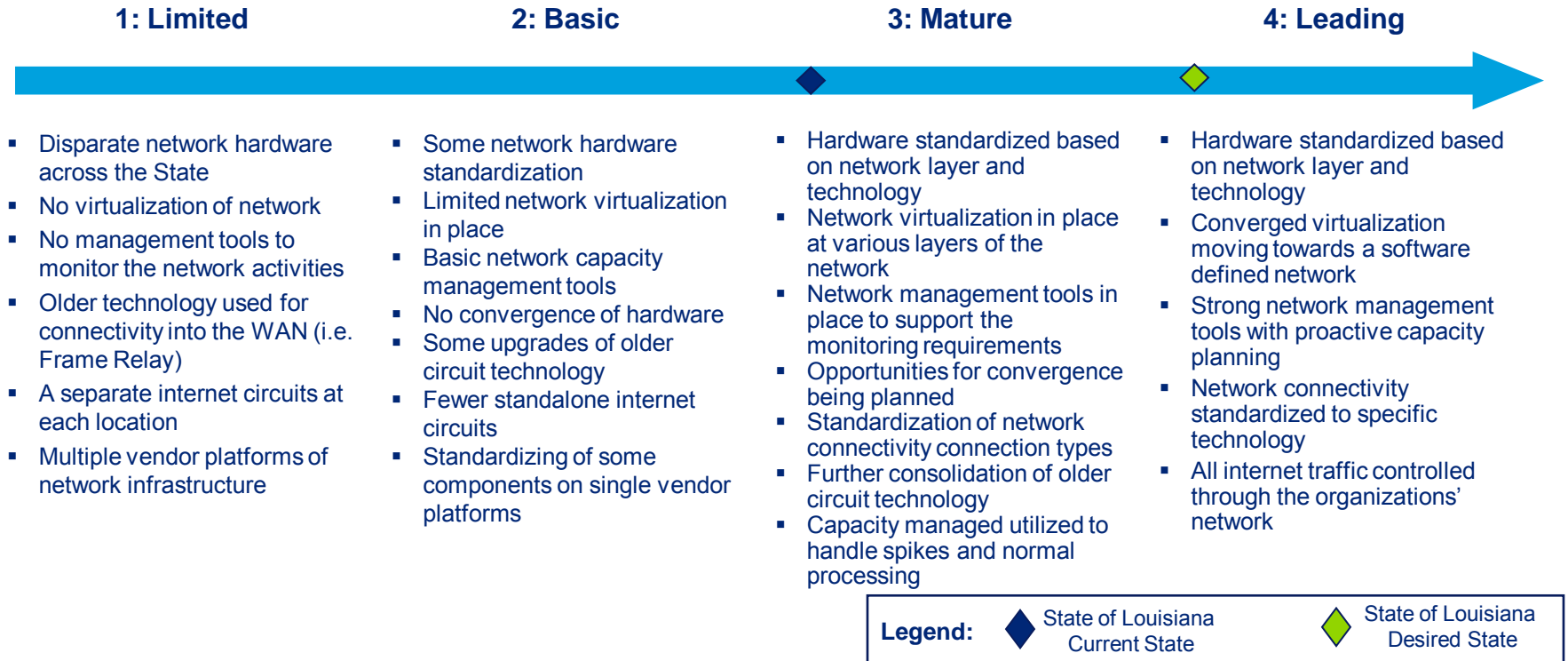
**Legend:** State of Louisiana Current State State of Louisiana Desired State

## Focus Areas for Desired State

- Continue the current mainframe consolidation program onto the centralized mainframe
- Begin a program to re-platform mainframe applications
- Retire one off coding languages to decrease the reliance on developers and support from contractors and retirement eligible application development and support staff
- Virtualize mainframe platforms as much as possible
- Use cloud solution for disaster recovery, backup and possibly development environments
- Centralized backup, while retiring older libraries and licenses
- Decrease storage costs through consolidation of agency mainframe storage environments

# Networking

Using the assessment model to evaluate the State of Louisiana utilization of networking is as follows:

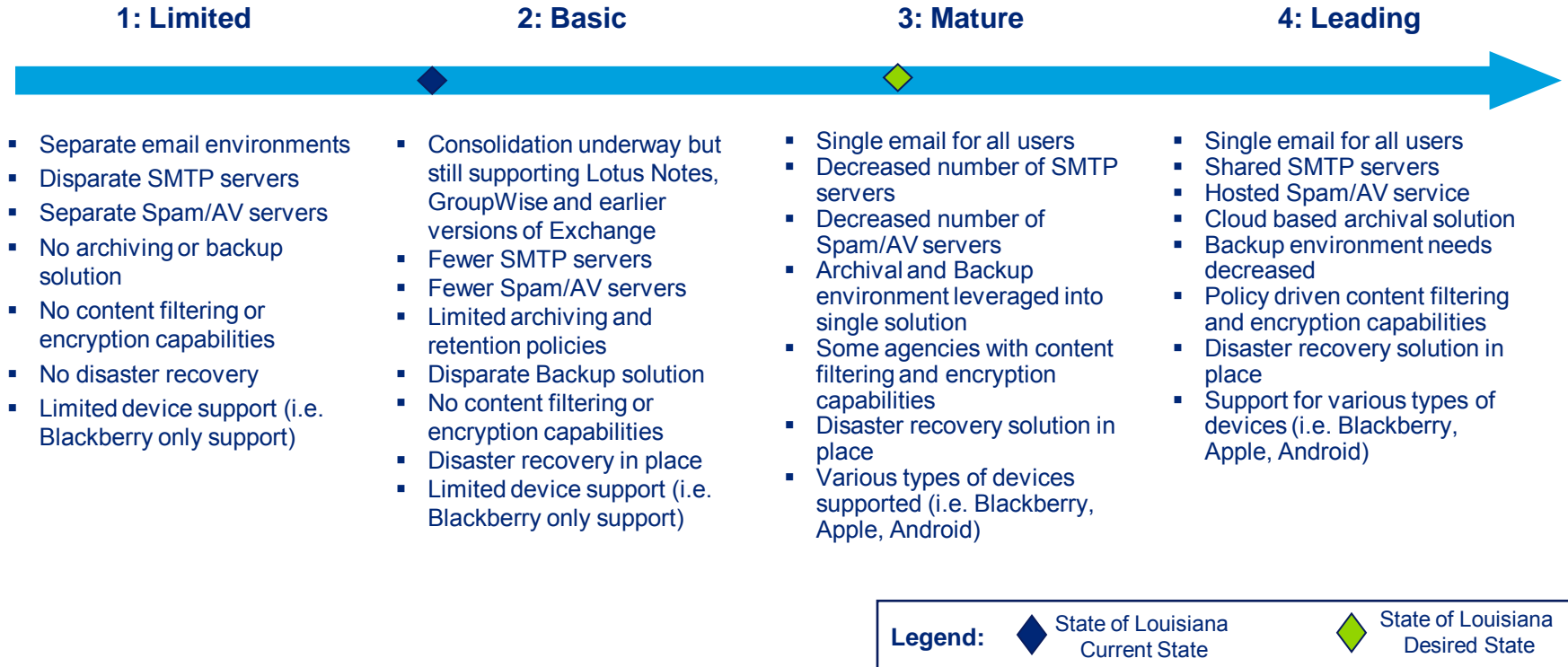


## Focus Areas for Desired State

- Consolidate network hardware currently deployed in agency data centers to the ISB and DPS Data Centers as part of the Facilities Strategy
- Implement a network management suite to not only monitor the network, but backup configurations, and report key metrics to the agencies across the State
- Investigate opportunities for WAN accelerators as part of a plan to handle future demand of “bring your own device” strategies
- Converge technology when appropriate to save money on hardware purchases and maintenance renewals
- Continue retiring older circuit connectivity options, as well as circuits that bypass the State’s backbone
- Mandate agencies to use State’s internet connections and terminate all standalone circuits
- Conduct a circuit inventory analysis for bandwidth right-sizing

# Email

Using the assessment model to evaluate the State of Louisiana utilization of consolidated email is as follows:

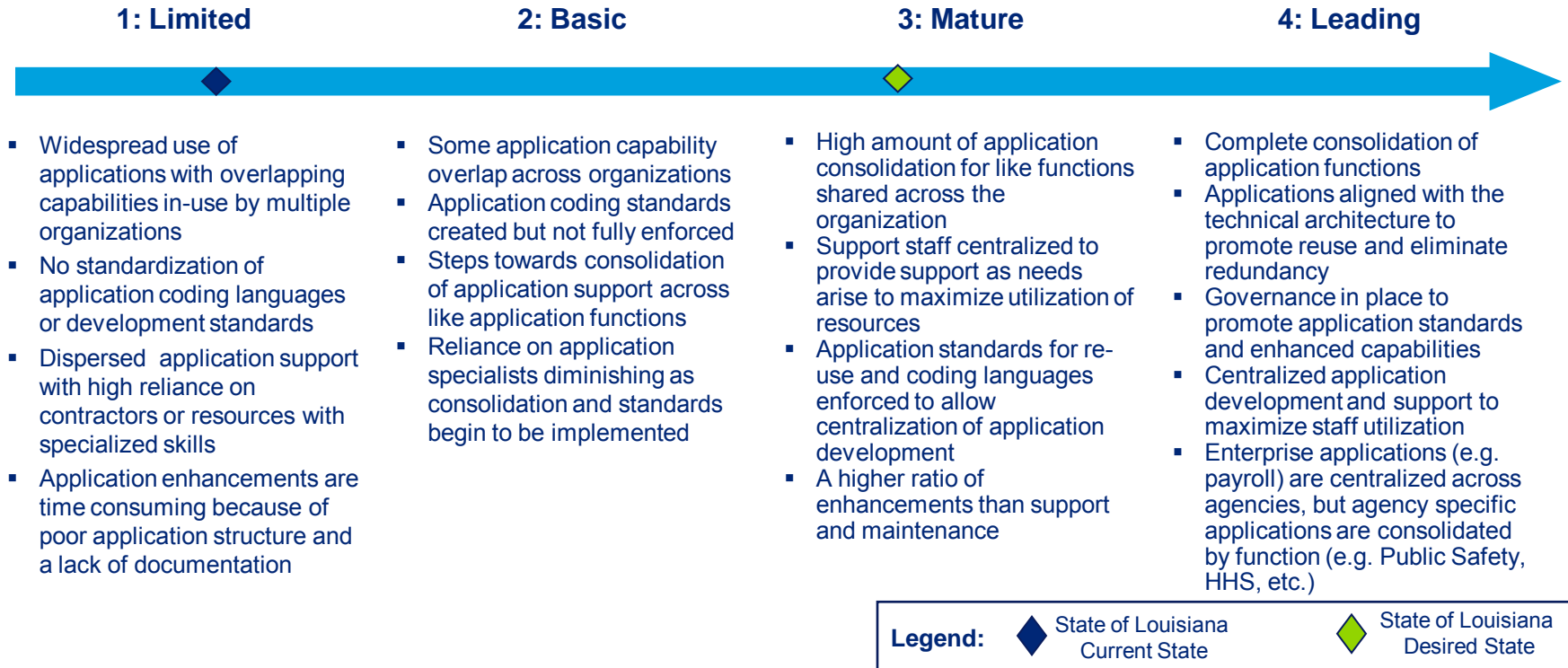


## Focus Areas for Desired State

- Complete the upgrade of users from Exchange 2007 to Exchange 2010
- Begin migration of >6900 users from Lotus Notes to Exchange 2010
- Begin migration of >5700 users from Novell GroupWise to Exchange 2010
- Identify and retire “other” email environments used
- Investigate leveraging a cloud based archival solution instead of Centera environment
- Implement a cloud based provider for Spam and AV services
- Decrease the amount of backup tapes are needed by relying on archival environment
- Implement statewide content filtering scanning for PHI/PII data being sent over email without encryption

# Applications

Using the assessment model to evaluate the State of Louisiana utilization of consolidated applications is as follows:

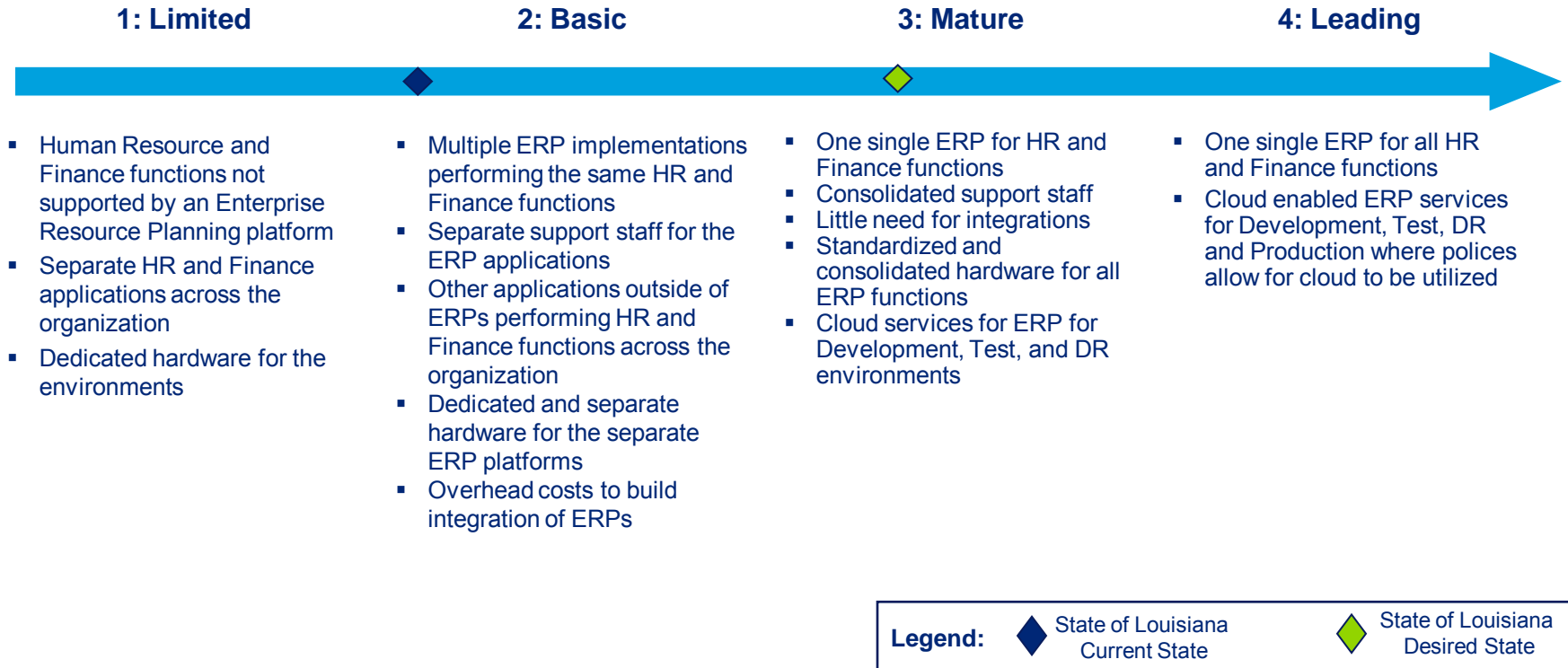


## Focus Areas for Desired State

- Identify application capability overlap for the following target areas:
  - Payment Processing
  - Licensing and Credentials
  - Eligibility
  - Processes and Procedures
  - Collaboration Tools
  - Regulatory
  - Audit and Compliance
  - Case Management
  - Asset Management
  - Business Intelligence
  - eGovernment
  - Education
- Use a scoring system for technical condition and business value to determine whether to retire, re-platform, re-design, or retain each application
- Re-train the support staff to support the rationalized application environment
- Consider migrating some of the target applications or application components in the rationalized environment to the cloud

# Enterprise Resource Planning (ERP) Platforms

Using the assessment model to evaluate the State of Louisiana utilization of ERP best practices is as follows:



## Focus Areas for Desired State

- Define requirements to complete migration from ISIS to SAP and begin implementation
- Review the current hardware used for supporting ISIS and either retire, terminate lease, or repurpose
- Re-train the ISIS support staff to support the SAP environment
- Evaluate opportunities for migrating SAP functionality to the cloud for Development, Test and DR

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# Deloitte.