

OTS bits & bytes

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CIO Corner

Through this Newsletter, the Office of Technology Services (OTS) will share information about the plans and projects that will be guiding all of us as we create a dynamic and responsive consolidated IT organization.

Last March, the IT staff of fifteen in-scope agencies of the IT Consolidation initiative joined the Office of Information Technology of the Division of Administration. The transfer process was very successful, thanks in large part to the cooperation of the agencies and their staff. In July, additional IT staff from the remaining in-scope agencies will transfer to OTS, and the new IT organization will be more than ready to begin transforming Louisiana's IT environment.

In the intervening months, various work groups have been hard at work identifying and planning the projects vital to the creation of a statewide IT organization based on the actionable deliverables that resulted from the IT planning effort. In this issue, the focus is on the on-going consolidation of mainframe assets; we are excited about this project as it is proving to be a cost-effective method for maximizing State IT infrastructure. In future issues, the newsletter will continue to focus on similar projects.

During this legislative session, we are also monitoring the three bills that address the IT Consolidation initiative: HB 262 authorizes the transfer of functions, positions, assets, funds, contracts, and facilities of information technology resources between and within departments; HB 985 provides for the reorganization of the Office of Information Technology and assigns the newly created office as the IT procurement authority; and SB 481 recreates OIT as the Office of Technology Services. We are tracking the progress of these bills as they move through the legislative process. We do not have long to wait; the 2014 Legislative Session will end on June 2.

I believe that IT consolidation will succeed when it creates an ideal model for IT services delivery for the State and expands opportunities and challenges for all of the IT staff. I thank you for your continued cooperation as we all work together to accomplish this goal.

Sincerely,
Dickie Howze, Chief Information Officer

Working Together

IT consolidation is a long term initiative requiring people to work together from previously disparate organizations. The process of pooling staff and talent to address diverse organizational needs is integral to success. To this end, a number of workgroups have been established to begin tackling specific areas. The workgroup teams are comprised of voluntary membership obtained from organizations within the scope of consolidation. The workgroups listed are making headway in their respective subject expertise; we foresee additional workgroups forming over time as additional needs arise.

| Workgroup | Membership | Workgroup | Membership |
|----------------------------|--------------------------|---------------------|----------------|
| High Capacity Printing | DCFS, DNR, LWC, OCS, OGB | Helpdesk | DCFS, DNR |
| Network Management | OTM | Mainframe | OCS |
| Contract Analysis | DOTD, DNR, DHH, LWC, OIT | Enterprise Storage | OCS |
| Desktop Leasing | DCFS, DOTD, OCS, OSP | Managed Print | DOTD, DPS, OIT |
| Floor Space Analysis | OCS | Microsoft Licensing | OCS, OIT |
| Service Catalog Refinement | DOTD, LWC, OIT, OCS | Staff Survey | OIT |
| Statewide Active Directory | DNR, OCS | VoIP | DOTD, DOC, OTM |
| Oracle Managed Services | DNR, OCS | Cloud Services | DNR, OIS, OIT |

OTS Defined

The bills filed in the 2014 Regular Legislative Session define the consolidated Office of Technology Services as the sole authority in establishing, defining, and coordinating all IT systems and services affecting the management and operations of the executive cabinet agencies of state government. The transfer of functions, positions, assets, and funds between and within departments to form OTS and its ancillary responsibilities to charge user agencies for all or part of the cost of its operation have also been authorized. In addition, OTS will have the sole responsibility for the procurement of IT systems and services for in-scope agencies.

IT Consolidation Plan

The Office of Information Technology with support from Deloitte Consulting created a roadmap for transforming Louisiana's IT environment into a consolidated model for service delivery. The IT Consolidation Plan consists of 21 actionable deliverables. It is important to understand that IT Consolidation will be an on-going iterative process as the State moves towards the ideal model for the new centralized Office of Technology Services (OTS). The 21 Deliverables provide a viable framework for this process and the detailed implementation plan will evolve over time as the State's IT professionals continue to work together to create an effective and responsive IT organization. Access the plan online at:

<http://reinvent.la.gov/deliverables.html>



Yes, Virginia, the mainframe is still alive and doing well. If the PC could be compared to a four-door sedan and the supercomputer to a sports car, then certainly the mainframe would be an 18-wheeler. The ability of a mainframe to handle massive amounts of information, with little or no downtime, has helped it earn a vital position within the data centers of banking, insurance, government, health care, and retail organizations worldwide for over five decades.

It should come as no surprise that the State of Louisiana has multiple *IBM System z* mainframes. What might be surprising, however, is that each mainframe has a finite usable life and will eventually need to be replaced; the latter occurs not because it has broken or become too slow, but simply because it is no longer supported by the vendor.

As part of the larger IT consolidation effort, OTS is currently undertaking an initiative to consolidate several mainframes into one, large, newly acquired machine. From a hardware perspective, this will help the State save money by eliminating the cycle of replacing a given mainframe only to have another one become obsolete. Because software, not hardware, represents the single largest cost associated with owning and operating a mainframe, products like DB2 currently duplicated across multiple mainframes become less expensive when consolidated onto a single machine. There are also cost advantages to standardizing around select software and purchasing those products in bulk much like the recent trip that you might have made to a wholesale club like Costco or Sam's Club. Latest projections show savings of \$4 million over five years, and the cost savings estimate will continue to grow as additional mainframes are consolidated.

The first mainframes scheduled to be consolidated are owned by the DOA and the DCFS. These mainframes support the ERP project for DOA, and the ACCESS and Café projects for DCFS. All three are vitally important to the mission of their respective agencies. These first mainframes were selected because of the DB2 software they share in common. There was also a cost avoidance consideration, with the DOA ERP mainframe reaching end-of-marketing status in 2013.

Discussions are underway with additional State agencies, and as many as seven different mainframes could be consolidated into the new environment. The entire effort is expected to continue through 2014 and into 2015. So what's next on the horizon? A consolidated mainframe not only saves money and leads to improved efficiencies, but it also opens up the door to initiatives like storage consolidation and the creation of a shared disaster recovery environment. These concepts show a great deal of promise and are currently being evaluated by OTS as exciting possibilities.

Workforce Survey

The transfer of IT employees from in-scope agencies in March and the subsequent transfer of additional IT employees early next fiscal year will result in a considerably large IT organization in the OTS. The transition from each individual working for a single department with a specific mission to a consolidated organization serving most of the executive branch of state government is a strategic opportunity for the new organization to undertake an assessment of the skills and knowledge that the IT staff bring to OTS. Some departments have existed with little or no IT staff while other departments have functioned with large IT units. Similarly, some agencies have staff dedicated to particular functions while IT employees in other organizations have multi-faceted responsibilities requiring them to wear many hats.

OTS will soon disseminate a survey to all its current and upcoming OTS employees. The IT Workforce Survey represents another facet of the IT Consolidation Plan as we embark to understand the breadth and depth of skills across the consolidated workforce. Such an initiative is similar to activities undertaken in other states engaged in consolidation.

The survey is not a job interview. The results of the survey will not be used to inform staffing decisions at the individual level. The results will be aggregated to enable a comprehensive analysis of the workforce as a whole, and to inform future training and employee development initiatives. Look for this important survey in May/June.



IT Consolidation News

Communication is critical, particularly during the launch of a major change project such as the IT Consolidation Initiative. The **OTS bits & bytes** Newsletter aims to share information about the status of the plans and projects of IT Consolidation with OTS employees, state government agencies, the vendor community, and other interested stakeholders.

The Reinvent IT Website is another method of communication that OTS is using to provide IT Consolidation news of interest to IT staff and the public. You can access the Reinvent Website at : <http://reinvent.la.gov>

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