DEPARTMENT OF TECHNOLOGY SERVICES

Infrastructure and General Government Appropriations Committee
January 28, 2014
Mark VanOrden
Chief Information Officer
We will provide the best technology available to our partner agencies at a competitive rate, to help them achieve their goals and serve the residents of the State.

We will enable our customers to meet their business objectives by providing exceptional customer service.

We will provide an environment that allows for professional growth and individual fulfillment.

We will protect the information assets of the State and provide a safe digital environment.
Office of the CIO

• Chief Information Officer’s role and responsibilities include:
  • Management and oversight for all aspects of IT
  • Advise the Governor and Agencies on IT policy
  • Establish cost effective rates
Department of Technology Services

• Provides Information Technology Services to the Executive Branch Agencies
  • State Network
  • 2 Data Centers
  • Desktop Support
  • Application Development
  • Telephone Service
  • Purchase of IT Equipment
  • SGID Mapping Services
  • Data Security

• Purpose is to ensure cost-effective, efficient information and communication systems and resources are available to the Agencies
DTS Rates

• DTS operates as an Internal Service Fund, charging rates based on service demands.

• Enterprise rates combine services that were previously provided separately, enabling DTS to efficiently align services and resources to the business needs of State Agencies.
Seventy-nine percent (79%) of DTS Rates were found to be "Reasonable" to "Best Value".

Ninety-two percent (92%) of DTS Rates were found to be "Reasonable" to "Best Value".

One hundred percent (100%) of DTS Rates were found to be "Reasonable" to "Best Value".

One hundred percent (100%) of DTS Rates were found to be "Reasonable" to "Best Value".

Eighty-six percent (86%) of DTS Rates were found to be "Reasonable" to "Best Value".

Ninety-seven percent (97%) of DTS Rates were found to be "Reasonable" to "Best Value".

One hundred percent (100%) of DTS Rates were found to be "Reasonable" to "Best Value".

Seventy-nine percent (79%) of DTS Rates were found to be "Reasonable" to "Best Value".

Market Benchmark Analysis

Value Legend
- **Best Value**
- Very Reasonable Value
- Reasonable Value
- Less Reasonable Value
Automated Geographic Reference Center (AGRC)

AGRC’s responsibilities include:

• Maintain the State Geographic Information Database (SGID)
  • Map technology resources in support of
    • 9-1-1 & emergency response/preparedness
    • Voting precincts and political boundary support
    • Public and private land ownership
    • Natural resources management/development
    • Roads and Transportation System

• GPS Surveying Base Station Network

• Integrated Web Mapping and Web Services

• Map data coordination: “Collect Once, Use a Bunch”
  • Local → State: Parcels, Roads, Addresses, Boundaries
  • State → Local: Aerial Photography, 3D elevation,
Internal Service Fund
Streamline Operations

• Financial Audit report indicates DTS provides cost savings for the State of Utah (audit performed by outside entity)

<table>
<thead>
<tr>
<th>(millions)</th>
<th>FY2007</th>
<th>FY2008</th>
<th>FY2009</th>
<th>FY2010</th>
<th>FY2011</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yearly Cost Savings</td>
<td>$7.4</td>
<td>$3.3</td>
<td>$5.2</td>
<td>$7.8</td>
<td>$13.6</td>
<td>$37.4</td>
</tr>
<tr>
<td>Cumulative Cost</td>
<td>$7.4</td>
<td>$8.5</td>
<td>$11.9</td>
<td>$17.1</td>
<td>$28.7</td>
<td>$73.7</td>
</tr>
</tbody>
</table>

• Continually looking for the best way to provide service
• 50% of IT spend is in the private sector
Application Availability

SLA Application Availability
(Based on SLA Defined Business Hours)

Jan-13 98.5  98.6
Feb-13 99.2
Mar-13 99.9
Apr-13 99.8
May-13 99.8
Jun-13 99.7
Jul-13 99.8
Aug-13 99.9
Sep-13 99.8
Oct-13 99.8
Nov-13 99.8
Dec-13 99.9
Jan-14 99.8
Customer Service Meetings
Customer Satisfaction Surveys

- Dec-12: 4.6
- Jan-13: 4.6
- Feb-13: 4.6
- Mar-13: 4.7
- Apr-13: 4.7
- May-13: 4.6
- Jun-13: 4.6
- Jul-13: 4.5
- Aug-13: 4.7
- Sep-13: 4.7
- Oct-13: 4.7
- Nov-13: 4.7
- Dec-13: 4.7
- Jan-14: 4.8

Average: 4.67

Red line represents the average satisfaction score.
SUCCESS Framework

• Security Improvement
  • 75% improvement in hardening of security for State systems
• Further Innovation
  • Automate new IT projects
• Purchasing of IT Equipment
  • Streamline process for Agencies purchases of IT equipment and services
Over 1,000 Online Services
DTS Data Center Consolidation

• In 2010, DTS consolidated data centers from 35 to 2, and servers from over 1700 to 500

• Cost savings of $4 million annually ongoing

• Benefits
  • Reduce hardware and software cost
  • Simplify operations
  • Increase security
  • Reduce energy costs
  • Manage more effectively