

DEPARTMENT OF TECHNOLOGY SERVICES

Infrastructure and General Government

Appropriations Committee

January 28, 2014

Mark VanOrden

Chief Information Officer



DTS Pillars for Success

Innovative Technology

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.

Exceptional Customer Service

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

Employee Success

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

Information Security

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

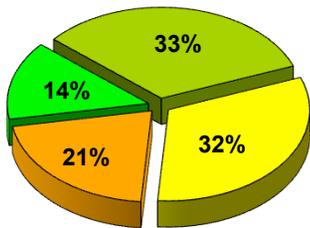
- DTS operates as an Internal Service Fund, charging rates based on service demands.
- Enterprise rates combine services that were previously provided separately, enabling DTS to efficiently align services and resources to the business needs of State Agencies.



Market Benchmark Analysis

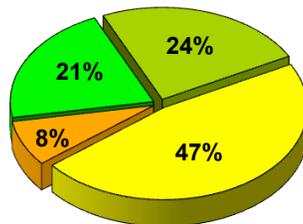
FY08

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



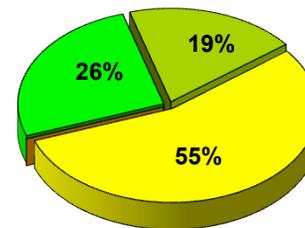
FY10

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



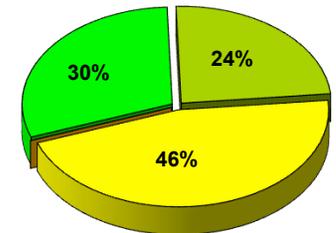
FY12

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



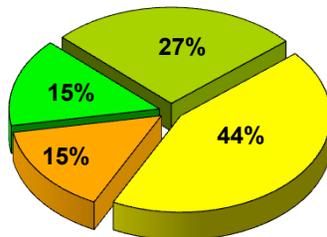
FY14

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



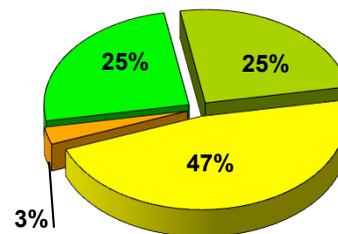
FY09

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



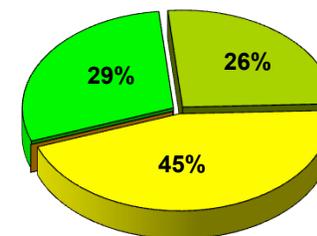
FY11

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



FY13

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



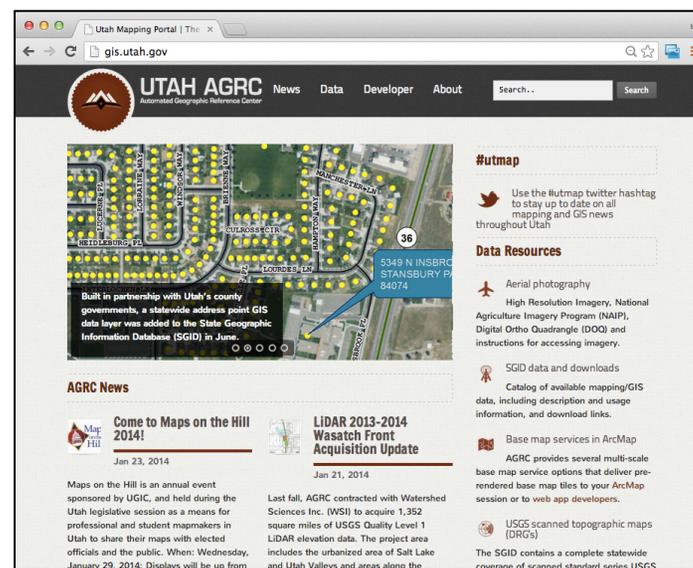
Value Legend

	Best Value		Very Reasonable Value		Reasonable Value		Less Reasonable Value
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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)

(millions)	FY2007	FY2008	FY2009	FY2010	FY2011	Total
Yearly Cost Savings	\$7.4	\$3.3	\$5.2	\$7.8	\$13.6	\$37.4
Cumulative Cost Savings	\$7.4	\$8.5	\$11.9	\$17.1	\$28.7	\$73.7

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

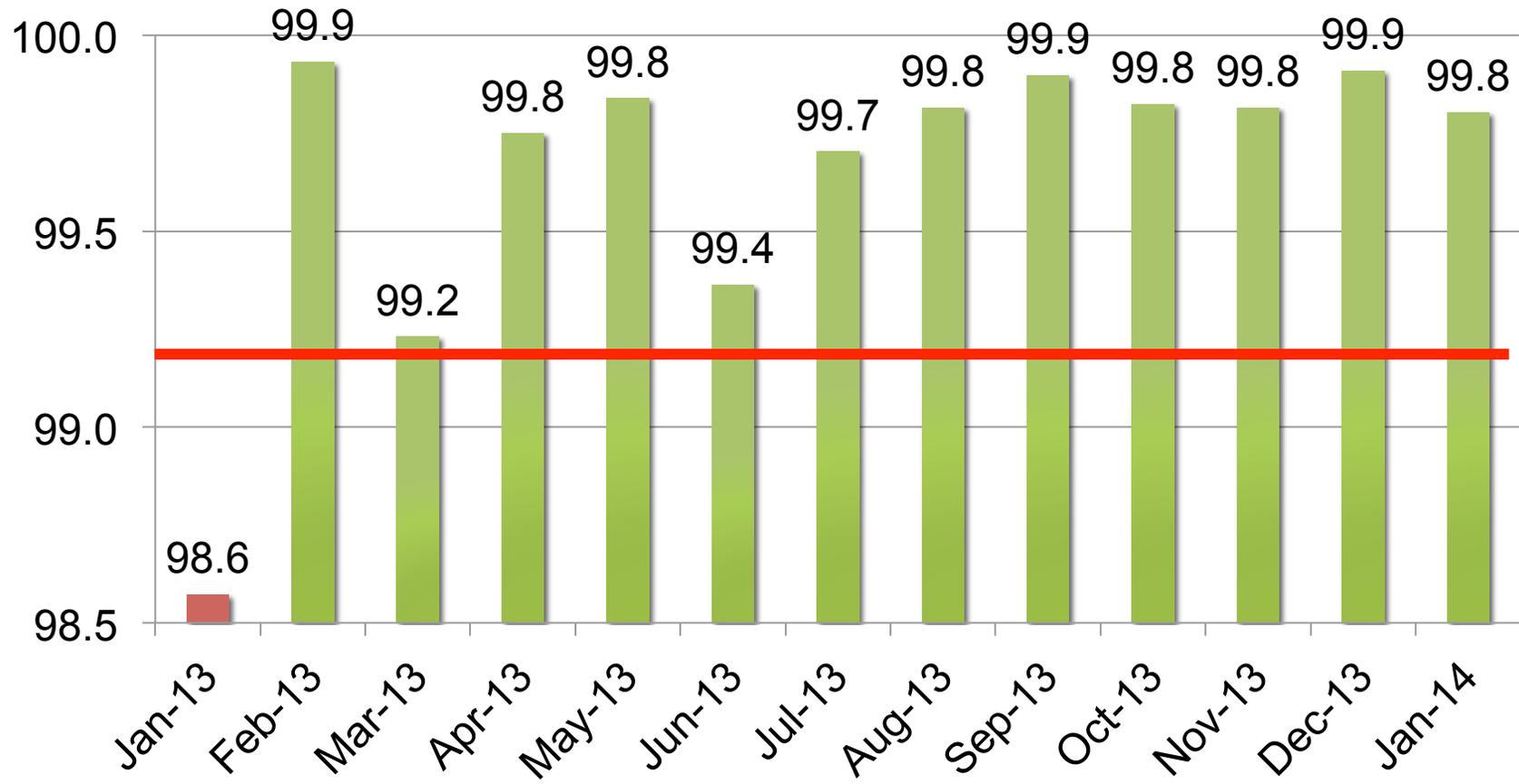


DTS Dashboard



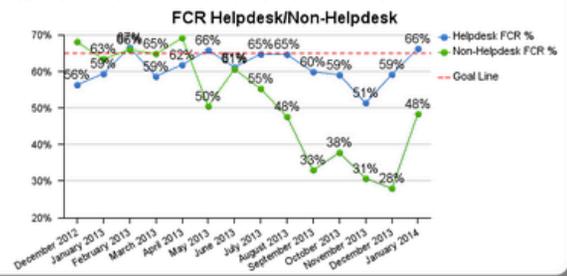
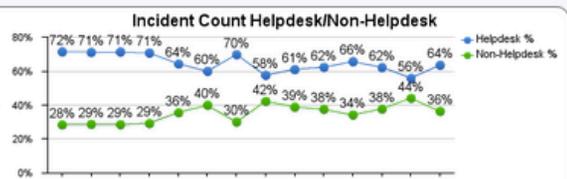
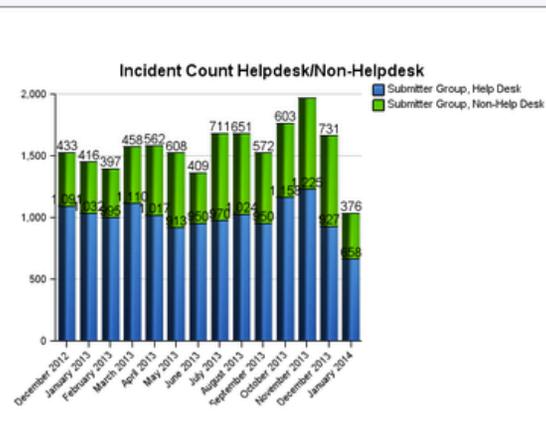
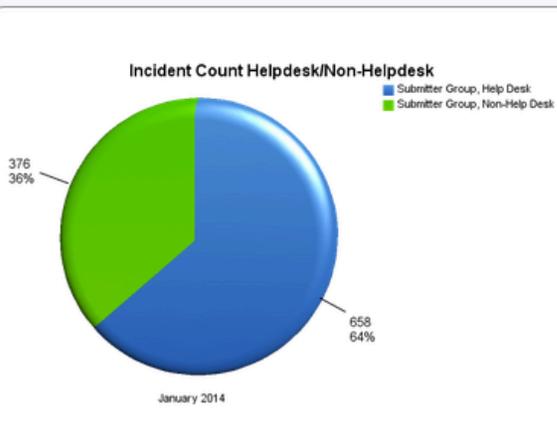
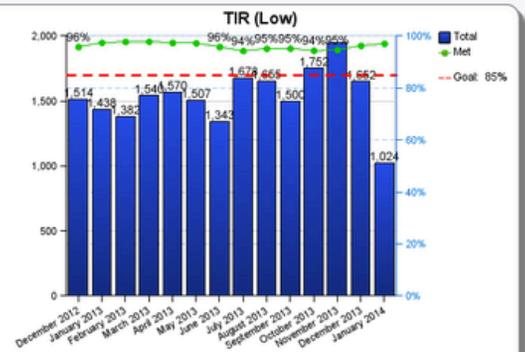
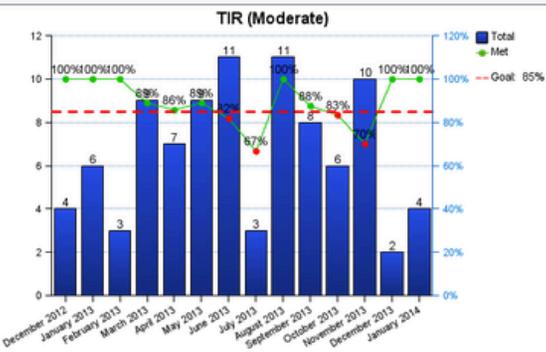
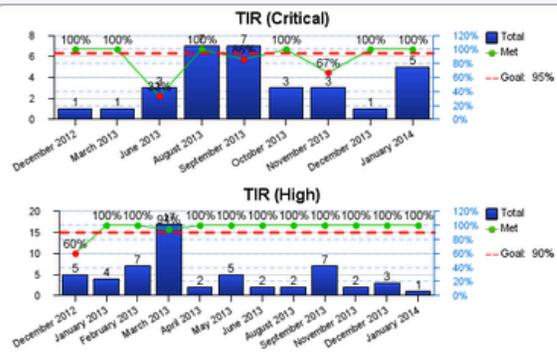
Application Availability

SLA Application Availability (Based on SLA Defined Business Hours)

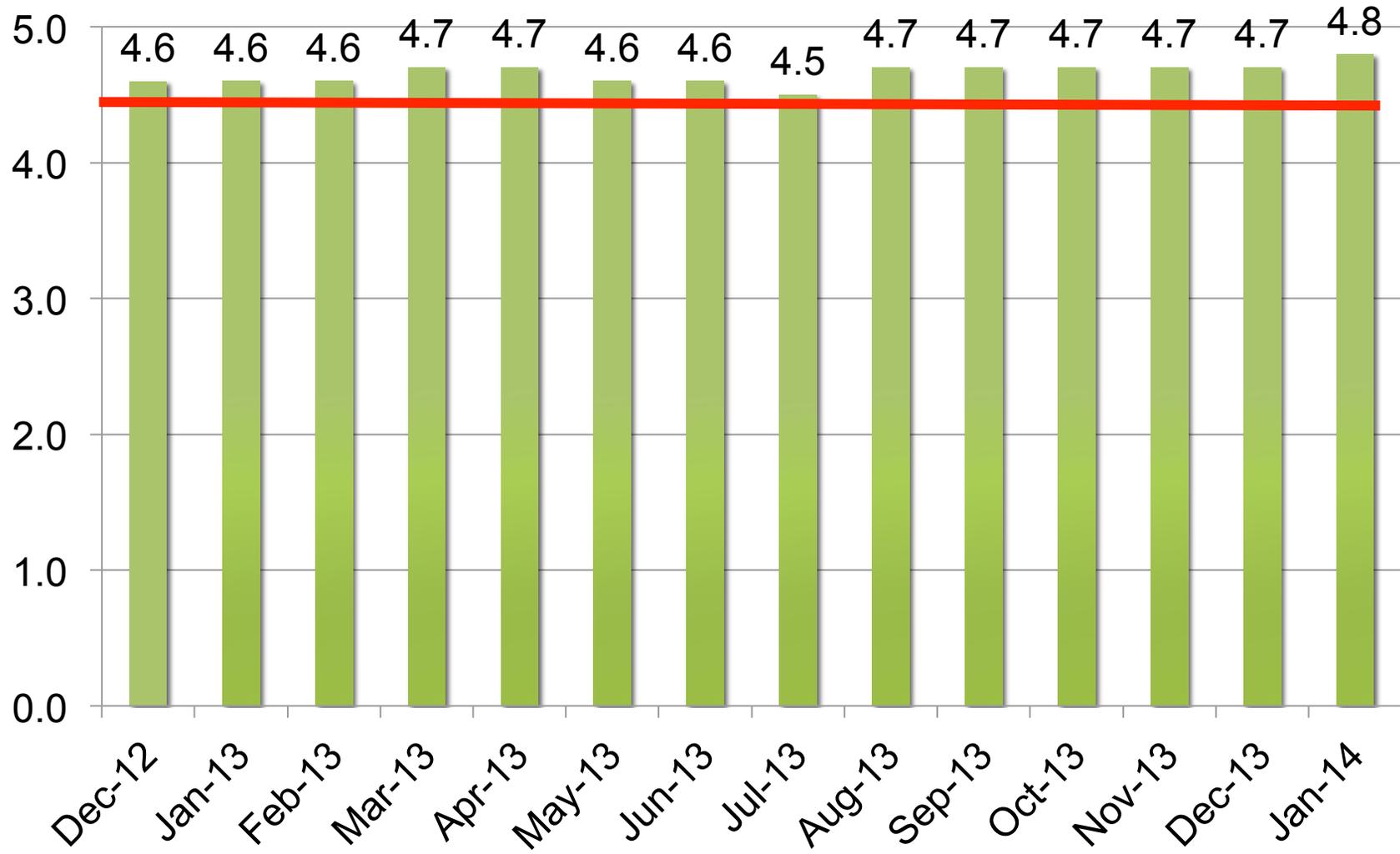


Customer Service Meetings

Keep this version | Add this report



Customer Satisfaction Surveys

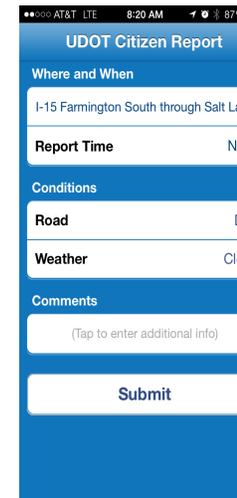
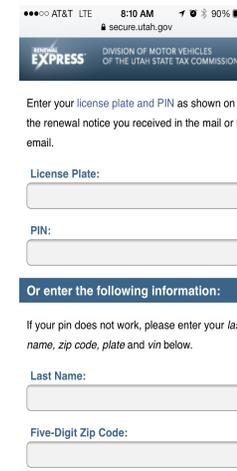


SUCCESS Framework

- 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

