SPECIAL EDITION

The State of Oklahoma
PROGRESS ON UNIFICATION

UNIFICATION CLOSE-OUT REPORT | **PART ONE**

GREETINGS,

I am proud to present a quarterly report focused on technological achievements Oklahoma has accomplished over the past six years with the forward momentum of unification, as well as a new focus on the journey ahead towards digital transformation in Oklahoma.

Over the last 60 months, we unified the information technology functions of 110 agencies and produced estimated savings and reduced spend of more than $372 million. This equates to roughly one IT unification completed every two weeks. During this same period, we completed 1,298 agency-specific and statewide IT projects. Many of these projects were significant steps to address the state's technology debt and served to build a solid foundation to further the state's priorities. We also completed 1,923 agency-specific system enhancements. All told, this team of IT professionals delivered a major milestone every 13 hours; along the way, dramatically improving the state's information security posture and creating cybersecurity capabilities other states, federal agencies and the private sector seek to copy.

These accomplishments become even more significant when one considers they were completed without the $100 million bond and transfer of IT budgets ($233 million annually) recommended by the Information Technology and Telecommunications Transfer, Coordination and Modernization Study; during the same period as the creation of the Office of Management and Enterprise Services following the consolidation of five agencies in compliance with HB 2140; while also reducing IT positions by nearly 45 percent and improving customer satisfaction to 93 percent.

These successes would not have been possible without the firm support of state leadership, the spirit of collaboration we found in our good-faith partner agencies, a commitment from the private sector to enable creative solutions for the state and the long hours and tireless efforts of our IT professionals in the Office of Management and Enterprise Services. Thank you for helping make these achievements possible.

Oklahoma's IT Unification will be marked in history as a triumphant step in improving state government. Oklahoma is now the example of IT efficiencies and enhanced accountability on a national stage. It established a new form of the Oklahoma Standard. One in which our can-do spirit enables creative solutions to historic challenges. I am proud to be part of a team that is passionate about our work and intensely focused on performing at the highest levels.

We need to approach old problems with new solutions. Technology continues to transform our world and create new opportunities for us to better serve Oklahomans.

As technological innovation changes how Oklahomans are connected and conduct business, they expect their government to keep pace. State government needs to transform to meet these new expectations. Mobile technologies bring state employees closer to the constituents they serve. The availability of information increases the importance of sharing data across agencies and businesses. The IT Unification has positioned Oklahoma to accomplish innovations of which other states can only dream.

This quarter, we launched two initiatives to help us transform the way Oklahomans interact with their state government – Projects.ok.gov and Innovate Oklahoma. Projects.ok.gov is a new initiative and website providing monitoring and transparency for upcoming technology projects. It also contains three- to five-year road maps for Oklahoma's technology projects. This creates opportunities for the private sector to better position themselves to provide creative solutions for agency-specific and statewide technology needs. In addition, members of our project management team present a quarterly webinar to allow anyone interested in these projects to ask questions and better understand the technology direction of the state. Innovate Oklahoma is a new initiative designed to bridge the gap between all forms of technology entrepreneurs, state agencies and citizens. It offers a collaboration platform where citizens and technologists can work together in developing better solutions to business problems in Oklahoma state government and beyond.

While Oklahoma's technology discussion is beginning to shift to IT investments and delivering business value, our approach is not changing. We will continue to partner with Oklahoma agencies and affiliates to provide quality, cost-effective and secure information technology services. We will continue working with the agencies we serve to align initiatives to better support state employees and Oklahoma citizens. We will use the reported technology investments and projects from both appropriated and non-appropriated agencies to create strategic investments that reduce costs to Oklahoma taxpayers.

Thank you for making this milestone possible. With your continued support and collaboration, we will prevail on our journey to be technology leaders and innovators for our citizens. Together we are making a difference.

Bo Reese
Chief Information Officer

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Consolidation Project Savings

Agency Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
Alcoholic Beverage Laws Enforcement (ABLE) Commission IT Unification	Completed					$1,384.10	$119,254.34
Agriculture HelpDesk Transition	Completed		$3,086.25	$3,240.56	$3,402.59	$3,572.72	$3,751.36
Agriculture Department IT Consolidation	Completed		$120,055.98	$125,644.48	$125,644.48	$125,644.48	$125,644.48
AICCM IT Consolidation	Completed	$34,311.00	$48,511.00	$41,411.00	$41,411.00	$41,411.00	$41,411.00
Attorney General IT Unification	Completed						$11,573.16
Banking Department IT Consolidation	Completed	$7,250.79	$7,250.79	$7,250.79	$7,250.79	$7,250.79	$7,250.79
Behavioral Health Licensure IT Consolidation	Completed			$1,857.25	$3,450.25	$3,450.25	$3,450.25
Board of Nursing IT Consolidation	Completed	($15,542.76)	($9,744.76)	($15,244.76)	($15,244.76)	($15,244.76)	($15,244.76)
Boll Weevil IT Consolidation	Completed			$61,591.16	$61,591.16	$61,591.16	$61,591.16
Capitol Improvement Authority IT Consolidation	Completed	($1,601.04)	($1,052.04)	($1,052.04)	($1,052.04)	($1,052.04)	($1,052.04)
CareerTech IT Unification	Completed						$420,699.76
CareerTech Independent Contractor Unification	Completed		$39,960.00	$39,960.00	$39,960.00	$39,960.00	$39,960.00
CareerTech Position Unification	Completed		$98,150.00	$98,150.00	$98,150.00	$98,150.00	$98,150.00
Children & Youth Commission IT Consolidation	Completed		$107,390.89	$90,890.89	$90,890.89	$107,390.89	$90,890.89
Chiropractic Examiners IT Consolidation	Completed		($2,524.00)	($2,524.00)	($2,524.00)	($2,524.00)	($2,524.00)
COMIT Telemanagement Billing Module	Completed		$60,675.00	$123,925.00	$123,925.00	$123,925.00	$123,925.00
Conservation Commission IT Consolidation	Completed		$14,575.00	$14,575.00	$14,575.00	$14,575.00	$14,575.00
Corporation Commission IT Unification	Completed						$1,528,331.16
Council on Law Enforcement Education and Training IT Unification	Completed						$104,206.80
Court of Existing Claims IT Unification	Completed						$62,877.71
Decommission MidCon	Completed		$113,160.00	$113,160.00	$113,160.00	$113,160.00	$113,160.00
Decommission Unused Software - Infrastructure	Completed			$88,983.74	$88,983.74	$88,983.74	$88,983.74
Dentistry Board IT Consolidation	Completed		($2,529.00)	($3,857.00)	($3,857.00)	($3,857.00)	($3,857.00)
Department of Central Services IT Consolidation	Completed	$37,193.67	$9,054.50	$14,554.50	$9,054.50	$9,054.50	$3,554.50
Department of Commerce IT Consolidation	Completed			$0.00	$253,462.05	$17,203.55	$8,903.55

Agency Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
Department of Corrections IT Unification	Completed						$891,263.49
Department of Corrections HCM	Completed	($132,472.00)	$93,753.00	$234,892.00	$234,892.00	$234,892.00	$234,892.00
Department of Environmental Quality IT Unification	Completed						$117,944.34
Department of Libraries IT Consolidation	Completed		$115,599.00	$115,599.00	$110,099.00	$110,099.00	$115,599.00
Department of Mental Health and Substance Abuse IT Unification	Planning						$89,480.80
Department of Tourism IT Consolidation	Completed	$93,606.70	$94,406.70	$93,726.70	$93,726.70	$93,726.70	$93,726.70
Department of Transportation IT Consolidation	Completed			$12,265.50	$272,462.75	$362,461.75	$362,460.75
Department of Veterans Affairs IT Unification	Completed						$125,423.64
DEQ - Position Consolidation	Completed		$113,475.00	$113,475.00	$113,475.00	$113,475.00	$113,475.00
DEQ Data Center Infrastructure Repurpose	Completed						$214,320.79
Disaster Recovery Services	Completed	$247,344.00	$419,245.00	$203,524.00	$203,524.00	$203,524.00	$203,524.00
DOC - Re-organization	Completed		$140,570.00	$140,570.00	$140,570.00	$140,570.00	$140,570.00
DPS E-Seek Barcode MSR Reader Solution	Completed			$4,452.00	$4,452.00	$4,452.00	$4,452.00
DSD Building Moves	Completed						$127,144.77
Educational Quality and Accountability IT Unification	Completed				$3,743.80	$14,208.97	$14,208.97
EGID - Manage Engine Renewal	Completed			$4,148.00	$4,148.00	$4,148.00	$4,148.00
EGID IT Consolidation	Completed			$60,500.00	$1,233,192.60	$1,584,005.78	$1,584,005.78
Eliminate Unused Software - Shared Services*	Completed		$125,204.00	$128,960.00	$132,829.00	$136,814.00	$140,918.00
Employee Benefits Council IT Consolidation	Completed	$150,114.51	$214,083.65	$208,583.65	$214,083.65	$208,583.65	$214,083.65
Employee Benefits Division - VM Ware	Completed			$5,357.00	$5,357.00	$5,357.00	$5,357.00
Fiber - Classen Buildings	Completed		($33,335.80)	$14,592.00	$14,592.00	$14,592.00	$14,592.00
Fiber - First National Building	Completed	$11,895.39	$49,115.40	$49,115.40	$49,115.40	$49,115.40	$49,115.40
Fiber - LandMark Tower	Completed		($49,513.89)	$14,820.72	$14,820.72	$14,820.72	$14,820.72
Fiber - Professional Engineers & Land Surveyors	Completed		($29,921.80)	$4,164.00	$4,164.00	$4,164.00	$4,164.00
Fiber Optic Asset Tracking System	Completed			$6,292.16	$2,453.94	$2,453.94	$2,453.94
Health Department IT Consolidation	Completed		$60,000.00	$1,431,406.14	$169,473.80	$597,779.92	$597,779.92
Health Department Network Unification	Completed		$1,822,537.00	$1,437,627.00	$1,437,627.00	$1,437,627.00	$1,437,627.00
Health Department Printer Optimization*	Completed		$342,190.43	$362,190.43	$362,190.43	$362,190.43	$362,190.43
Historical Society IT Unification	Completed						$65,073.91
Horse Racing Commission IT Unification	Completed						$74.38
Human Services Department IT Unification	Completed						$5,027,467.71
IPSH Health Exchange Information	Completed			$74,000.00	$196,100.00	$196,100.00	$196,100.00
ITSW1004 Cable Materials and Accessories	Completed			$2,604,000.00	$0.00	$0.00	$0.00
ITSW1024 Encrypted Email Software	Completed			$54,000.00	$5,400.00	$5,400.00	$5,400.00
ITSW1030 Good Technology RFP	Completed			$5,340.00	$5,340.00	$5,340.00	$5,340.00
J.M. Davis Memorial Commission IT Unification	Completed						$219.60
JD McCarty Center IT Unification	Completed						$76,161.00
Labor Department IT Consolidation	Completed		$86,293.24	$83,813.61	$86,924.59	$95,628.90	$93,429.34
LIMS - Laboratory Information Management System	Completed			$580,056.04	$116,034.16	$116,034.00	$116,034.16
Live Scan Fingerprinting System	Completed			$45,000.00	$45,000.00	$45,000.00	$45,000.00
Medical Claims Clearinghouse	Completed			$48,000.00	$28,200.00	$28,200.00	$28,200.00
Medical Examiners IT Consolidation	Completed		$13,932.00	$8,432.00	$13,932.00	$8,432.00	$13,932.00
Medicolegal Inv.- Software for LC/MS Liquid Crystal/Mass Spectronomy	Completed			$357,932.76	$0.00	$0.00	$0.00
Microsoft EA Cost Savings Project	Completed						$5,300,000.00
Mines Department IT Consolidation	Completed		($10,913.04)	($16,413.04)	($16,413.04)	($10,913.04)	($16,413.04)
Multi Injury Trust Fund IT Unification Project	Completed			$1,461.00	$6,461.00	$1,461.00	$1,461.00
ODAFF - Oracle Licensing Application	Completed			($7,470.00)	$5,028.00	$5,028.00	$5,028.00
ODOT Video Editing System	Completed			$29,669.75	$0.00	$0.00	$0.00
Office of Juvenile Affairs IT Unification	Completed						$33,250.44
Office of Personnel Management IT Consolidation	Completed	$70,595.68	$77,932.68	$77,045.68	$70,745.68	$70,745.68	$70,745.68

Agency Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
OKDHS Eliminate Unused Software*	Completed					$286,273.50	$202,987.00
OKDHS Printer Optimization	Completed						$842,481.76
OKDHS Reduction in IT Staff FY15	Completed					$1,986,823.00	$2,522,988.32
Oklahoma Bureau of Narcotics IT Unification	Completed						$83,387.36
Oklahoma Department of Rehabilitation Services IT Unification	Completed						$9,522.63
Oklahoma Department of Veterans Affairs HelpDesk Transition	Completed		$145,700.00	$145,700.00	$145,700.00	$145,700.00	$145,700.00
Oklahoma Health Care Authority IT Unification	Completed				$654,792.17	$654,792.17	$654,792.17
Oklahoma Indigent Defense IT Unification	Completed						$1,223.96
Oklahoma State Bureau of Investigation IT Unification	Completed						$25,481.88
Oracle Contract Re-Negotiation	Completed						$1,241,221.24
OSBI-Desktop/Laptop Replacement	Completed				$27,952.95	$0.00	$0.00
OSDH - NetIQ Contract	Completed			$8,636.80	$8,113.68	$8,114.00	$8,114.00
OWRB - Annual Permitted Water Use Survey and Administrative Fee Mailing	Completed		$3,208.53	$0.00	$0.00	$0.00	$0.00
Pardon & Parole Board IT Consolidation	Completed		$38,051.73	$32,551.73	$32,551.73	$32,551.73	$32,551.73
Payroll Lapse Numbers**	Completed			$5,864,571.78	$7,223,765.30	$4,631,146.76	$0.00
People Move 2012	Completed	$2,336,741.00	$2,336,741.00	$2,336,741.00	$2,336,741.00	$2,336,741.00	$2,336,741.00
Pharmacy Board IT Consolidation	Completed		$94,000.00	$88,500.00	$88,500.00	$88,500.00	$88,500.00
Pre-Surplus Clearing House	Completed		$173,446.00	$0.00	$0.00	$0.00	$0.00
Private Vocational Schools Board IT Consolidation	Completed		($1,155.00)	($605.00)	($605.00)	($605.00)	($605.00)
Psychologists Examiners IT Consolidation	Completed		($1,408.00)	($1,408.00)	($1,408.00)	($1,408.00)	($1,408.00)
Real Estate Commission IT Consolidation	Completed			$118,755.84	$118,755.84	$118,755.84	$113,055.84
Resource Leveling FY17	Completed						$2,118,120.97
Scenic Rivers Commission IT Consolidation	Completed		($6,194.76)	($6,194.76)	($6,194.76)	($6,194.76)	($6,194.76)
SDE - CAS Contract Consolidation	Completed			$20,000.00	$21,000.00	$21,000.00	$21,000.00
SDE - Child Count Contract Consolidation	Completed		$18,499.74	$23,699.97	$23,699.97	$23,699.97	$23,699.97
SDE - Child Nutrition Contract Consolidation	Completed		$60,399.00	$60,399.00	$60,399.00	$60,399.00	$60,399.00
SDE - HUPP Contract Consolidation	Completed		$85,942.00	$92,056.26	$89,248.75	$86,357.01	$83,378.52
SDE - Printer Consolidation Phase 2*	Completed		$84,246.69	$5,246.69	$5,246.69	$5,246.69	$5,246.69
SDE Scantron Contract Consolidation	Completed			$140,548.00	$147,575.40	$147,575.40	$147,575.40
SDE-GED Lifelong Scoring	Completed		$5,838.00	$5,838.00	$5,838.00	$5,838.00	$5,838.00
Security as a Service - Phase I	Completed		$57,542.31	$723,797.67	$723,797.67	$723,797.67	$723,797.67
State Department of Education IT Consolidation	Completed	$1,098,231.00	$1,054,231.00	$933,231.00	$960,731.00	$1,054,231.00	$1,435,231.00
State Department of Education Managed Print Services	Completed	$200,251.38	$279,251.38	$279,251.38	$279,251.38	$279,251.38	$279,251.38
State Treasurer IT Consolidation	Completed	$277,472.83	$277,473.83	$277,474.83	$277,475.83	$277,476.83	$277,476.83
Statewide Mainframe Consolidation	Completed		$2,021,035.00	$2,341,345.00	$3,170,748.00	$3,176,610.00	$3,778,929.00
Tax Commission Network Unification	Completed						$1,328,331.00
Uniform Crime Report	Completed		$707.00	$1,107.00	$1,107.00	$1,107.00	$1,107.00
Used Motor Vehicles Commission IT Unification	Completed			$0.00	$69,016.00	$63,516.00	$63,516.00
Vet Board IT Consolidation	Completed		($3,904.00)	($3,904.00)	($3,904.00)	($3,904.00)	($3,904.00)
Virtual Technology Storage	Completed		($491,410.03)	$533,440.93	$545,977.99	$580,191.35	$617,826.04
VOIP OKC County Health Department.	Completed	($11,794.20)	$41,814.26	$41,814.26	$41,814.26	$41,814.26	$41,814.26
Water Resources Board IT Unification	Completed						$117,944.34
Wave Contract Consolidation	Completed				$322,250.00	$322,250.00	$322,250.00
Wheat Commission IT Consolidation	Completed		$3,598.04	($1,901.96)	($1,901.96)	($1,901.96)	($1,901.96)
Workers Compensation Commission IT Unification	Completed						$37,241.03
Total Annual Savings		**$4,403,597.95**	**$10,528,325.89**	**$23,454,338.49**	**$23,804,014.71**	**$24,245,293.01**	**$41,181,022.38**
Savings Over 6 Years [1]	**$111,946,302**						

Notes: [1] FY 12 plus NPV of savings achieved in FY 13 - FY 17

*Vendor and/or Employee Cost Savings Idea

**New reporting now available as a result of performance informed budgeting.

Cost Avoidance — Projects

Project Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
SSL Certificate Savings	Completed	$7,888	$7,888	$7,888	$7,888	$7,888	$7,888
ISD Procurement	Completed	$81,654	$81,654	$81,654	$81,654	$81,654	$81,654
Microsoft Enterprise Agreement - FY12	Completed	$1,778,419	$1,778,419	$1,778,419	($2,047,273)	($2,047,273)	($2,047,273)
Microsoft EES Statewide Contract	Completed		$1,139,031	$1,139,031	$1,139,031	$1,139,031	$1,139,031
Health Network Consolidation	Completed		$1,822,538	$1,437,628	$1,437,628	$1,437,628	$1,437,628
Oracle Technology/Security Enterprise Agreement	Completed			$3,439,332	$676,517	$720,463	$766,910
DHS PC Refresh Lease	Completed			$5,819,220	($4,080,780)	($4,080,780)	$5,819,220
DoC Stabilization Efforts	Completed				$822,334	$137,308	$100,318
Oracle Cloud Enterprise Agreement	Completed				$4,162,346	$79,276	$124,189
Adobe Enterprise Agreement	Completed					$779,301	($167,000)
DoC OUSF Funding	Completed					$1,316,256	$1,316,256
ODOT PC Lease	Completed					$1,505,081	($332,982)
DoC PC Sub-Lease	Completed						$4,905
Legacy Voice Optimization	Completed						$424,230
eDiscovery Open Records Request Software	Completed						$1,886,573
Workstation Acquisition Standard	Completed						$1,898,247
OSDH PC Lease	Completed						$2,796,117
Microsoft Enterprise Agreement - FY17	Completed						$5,300,653
Mainframe Emulation Transformation	Completed						$10,301,923
Total Annual Savings		$1,867,961	$4,829,530	$13,703,172	$2,199,345	$1,075,832	$30,858,487
Savings Over 6 Years [1]	**$47,419,354**						

Notes: [1] FY 12 plus NPV of savings achieved in FY 13-FY 17

Cost Avoidance — Purchasing

		FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
Total Annual IT Contract Savings		$18,746,985	$26,463,196	$35,146,666	$36,736,079	$45,762,620	$50,069,173
Savings Over 6 Years [1]	**$212,924,719**						

Notes: [1] Actual savings for FY 12-FY 16 as reported in the annual OMES Procurement Cost Savings Report. FY 17 cost savings are still being reported and do not reflect total cost savings for the fiscal year.

Total Cost Savings and Avoidance — $372,290,374

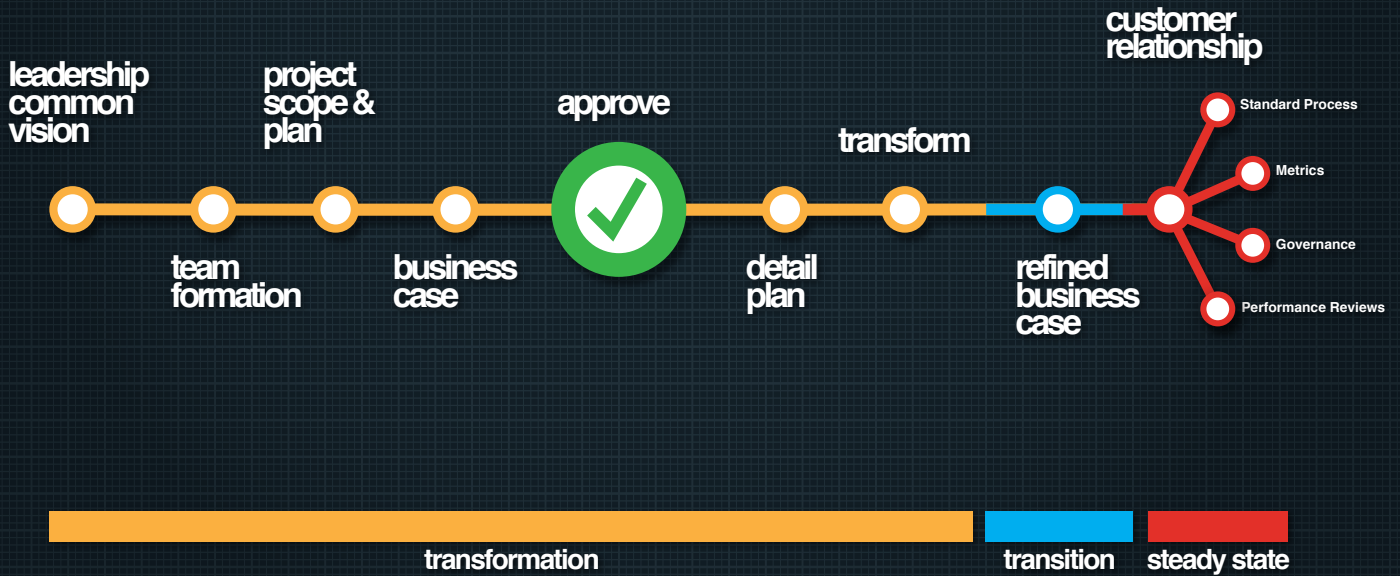unification approach
agency by agency

customer relationship

leadership common vision

team formation

project scope & plan

approve

transform

business case

detail plan

refined business case

- Standard Process
- Metrics
- Governance
- Performance Reviews

PLANNING:
- Department of Mental Health and Substance Abuse Services IT Unification

transformation | transition | steady state
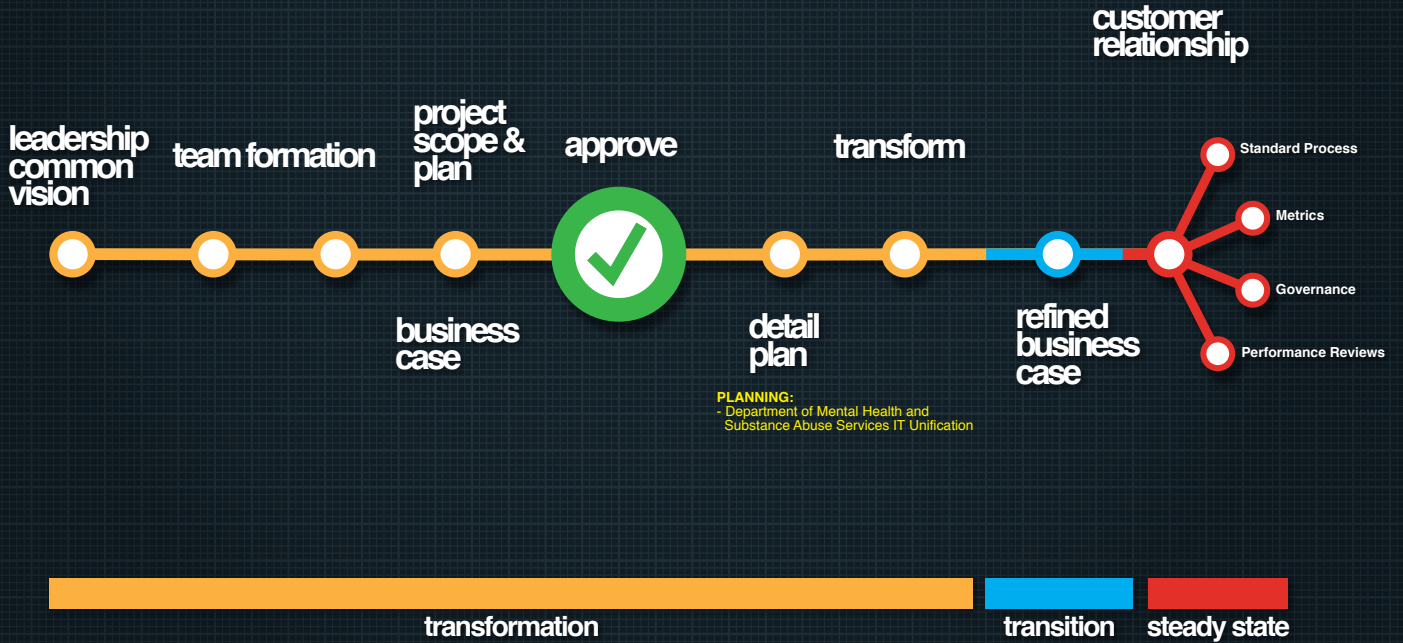
Agency-by-Agency Completion

- ABLE Tech
- Abstractors Board
- Accountancy Board
- Aeronautics Commission
- Agriculture
- Anatomical Board*
- Architects Board
- Arts Council
- Attorney General
- Athletic Commission
- Banking Department
- Boll Weevil
- Bond Advisor
- Building Bonds-Commission
- Bureau of Narcotics
- Capital Investment Board
- Capitol Improvement Authority
- Career Tech
- Center for Advancement of Science and Technology- OCAST
- Children & Youth Commission
- Chiropractic
- Commerce
- Conservation
- Corporation Commission IT Unification
- Court of Existing Claims IT Unification
- Construction Industries Board
- Consumer Credit Department
- Court of Existing Claims
- CLEET

- Dentistry Board
- Department of Central Services
- Department of Corrections
- Department of Environmental Quality IT Unification
- Disability Concerns
- Education Department
- Education Quality & Accountability
- EGID
- Employees Benefits Council
- Emergency Management
- Ethics Commission
- Finance Authority
- Fire Marshall
- Funeral Board
- Governor
- Health Dept.
- Historical Society
- Horse Racing Commission
- Human Rights Commission
- Human Services Department IT Unification
- Industrial Finance Authority
- Indigent Defense
- Interstate Oil Compact Commission
- J.D. McCarty Center Unification
- J.M. Davis Memorial Commission IT Unification
- Judicial Complaints Council*
- Juvenile Affairs
- Labor Department
- Libraries

- Licensed Social Workers Board
- Liquefied Petroleum Gas Board
- Long Term Care Admin. Board
- Marginal Well Commission
- Medical Examiners
- Merit Protection Commission
- Mines Department
- Motor Vehicle Commission
- Multiple Injury Trust Fund*
- Native American Cultural & Education Authority
- Nursing, Oklahoma Board of
- ODOT
- Oklahoma Health Care Authority IT Unification
- Optometry Board
- Pardon & Parole
- Personnel Management Office
- Pet Breeders*
- Pharmacy
- Physician Manpower Training Commission
- Private Vocational Schools Board
- Psychologists
- Public Safety Department
- Real Estate
- Rehabilitation Services
- Scenic Rivers Commission
- Science and Math
- Sorghum Commission
- Speech Pathology Board
- State Treasurer

- Teacher Preparation Commission
- Teachers' Retirement System
- Tobacco Settlement Endowment Trust
- Tourism & Recreation Department
- Uniform Building Code Commission
- University Hospitals Authority*
- Used Motor Vehicles Commission
- Veterans Affairs
- Veterinary Medical Examiners
- Water Resources Board IT Unification
- Will Rogers Memorial Commission IT Unification
- Wheat Commission
- Workers' Compensation Commission

*No IT Services

unification approach
service by agency

leadership common vision

project scope & plan

team formation

business case

approve

detail plan

transform

refined business case

customer relationship

Standard Process

Metrics

Governance

Performance Reviews

transformation   transition   steady state

Service-by-Agency Completion

- 1st National Building – Fiber
- Career Tech – Email Consolidation
- Classen Buildings - Fiber
- Corrections – HCM
- Infrastructure- DHS Cloud Email
- Health Dept. - Network
- Health - Unused Software
- Health – Printer Optimization

- DHS – Disaster Recovery
- ISD - Unused Software
- Landmark Tower – Fiber
- ODAFF - Help Desk
- ODAFF – Printer Optimization
- ODOT VoIP
- OKC County Health Dept – VoIP
- OSBI-Desktop/Laptop Replacement

- Prof Engineers & Land Surveyors – Fiber
- SDE - HUPP Contract Consolidation
- SDE - Mainframe
- SDE - Print Services Phase 1
- SDE - Print Services Phase 2
- VA - Help Desk

unification approach
service by service
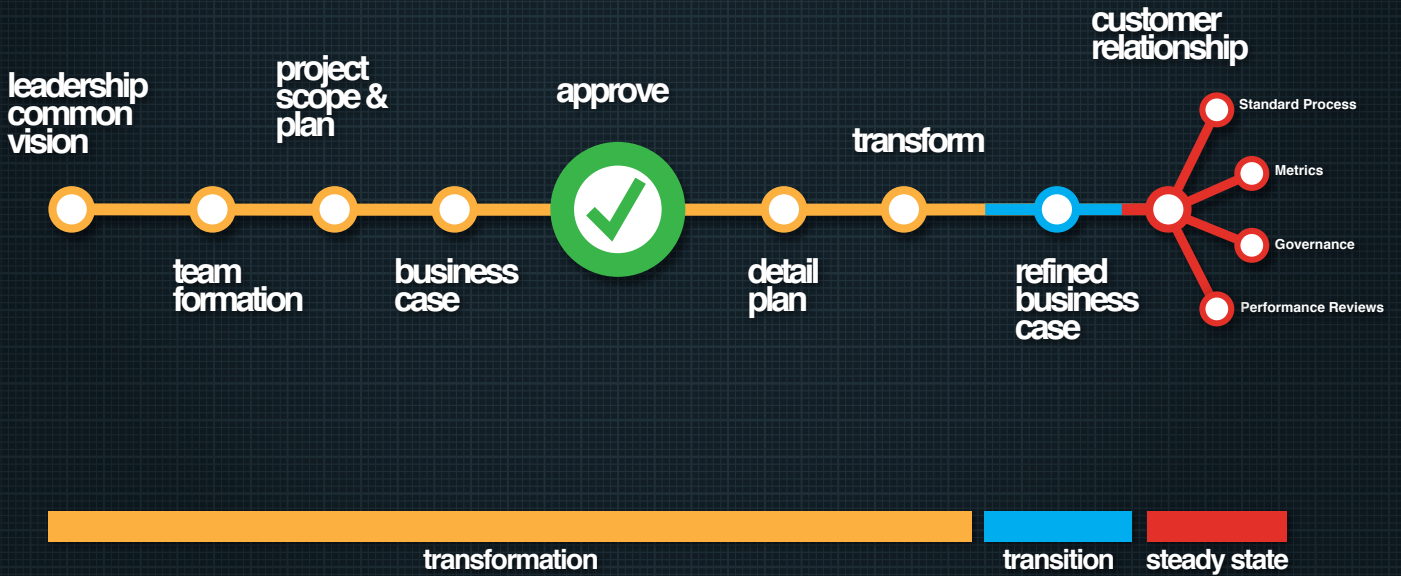
Service-by-Service Completion

- Antivirus/Spam/Encryption Pilot
- COMIT Tele-management Billing Module
- Microsoft Enterprise Agreement
- People Move 2012
- PPM Tool Pilot
- Pre-Surplus Clearing House — 2012 Cost
- Savings Idea

- Security as a Service Phase I
- Project Portfolio Management Rollout
- IT Advisory Services
- Security Education & Training
- Statewide Mainframe Consolidation
- Tax Commission Network Unification

Major technology achievements due to unification: FY 12 - FY 17

FY 12
July 2011 - June 2012
34 agencies completed

Unified Customer Service Desk to Provide State Technology Assistance
July 2011

Saving Time and Money for Purchasing Across State Agencies
January 2012

FY 13
July 2012 - June 2013
54 agencies completed

Improved Reporting of Technology Projects Across State Agencies
August 2012

Technology Statewide Contract Savings for Education and Other Affiliate Organizations
February 2013

Combating Threats to Oklahoma's Technology Security and Protecting State Assets and Data
April 2013

Display Dashboard Monitoring Security Threats
April 2013

Providing Greater Efficiency with IT Governance
June 2013

FY 14
July 2013 - June 2014
72 agencies completed

Health and Human Services Cabinet Level Governance Committee
October 2013

Connecting Technology Vendors at the Right Time with the Right Team
November 2013

Consolidating the Statewide Mainframes
February 2014

Training Agency Employees on Cybersecurity
March 2014

FY 15
July 2014 - June 2015
83 agencies completed

Greater Purchasing Power with Help from the State of Texas
July 2014

Alignment of OMES Information Services Job Roles and Teams
March 2015

Centralized Monitoring and Reporting of State Technology Assets
May 2015

Replaced the State's Current Budgeting System
June 2015

FY 16
July 2015 - June 2016
89 agencies completed

Improving Efficiencies in Procurement and Purchasing of Technology
July 2015

One Tool for OMES Service Desk Cases to Improve Metrics and Reporting
November 2015

Statewide Risk Assessment Online Application
November 2015

Customer Technical and Business Support Assigned to Each Agency
January 2016

Unifying Specialized Technology and Data Needs of Law Enforcement Agencies
May 2016

FY 17
July 2016 - June 2017
110 agencies completed

Improving Transparency and Empowering OMES IS Staff
July 2016

Updating Core Agency Services with Unified Communications
July 2016

Updated Technology Services Rate Model
August 2016

Wi-Fi and Broadband Service for Oklahoma Students
September 2016

Updated Workstation Standards
April 2017

Improving Network Connectivity Across State Agencies
June 2017

" There really are no bounds to what we [Oklahoma] can do when we have unified agencies willing to collaborate."

Bo Reese, State of Oklahoma Chief Information Officer

2 › Unification Accomplishments

Major Technology Achievements due to Unification: FY 12-FY 17

The Information Technology Consolidation and Coordination Act (ITCCA), also known as House Bill 1304, set in motion the information technology consolidation of 110 agencies at an estimated reduced spend and projected savings of more than $372 million. Signed into law in 2011, the Information Technology Consolidation and Coordination Act (ITCCA) charged the Office of Management and Enterprise Services (OMES) with increasing effectiveness and efficiency of the state's information technology (IT) services.

OMES began consolidation with three assignments: Reducing the size of government, improving transparency of IT spending, and increasing accountability of IT activities and services.Consolidation has many challenges, including quality, cost avoidance and public protection that can affect the outcome of IT consolidation. Taking these variables into account, it is important to look at not only the cost-effectiveness benefit, but also efficiency and security benefits. These three benefits encompass the current efforts of consolidation and its challenges.

> ## "There really are no bounds to what we [Oklahoma] can do when we have unified agencies willing to collaborate."
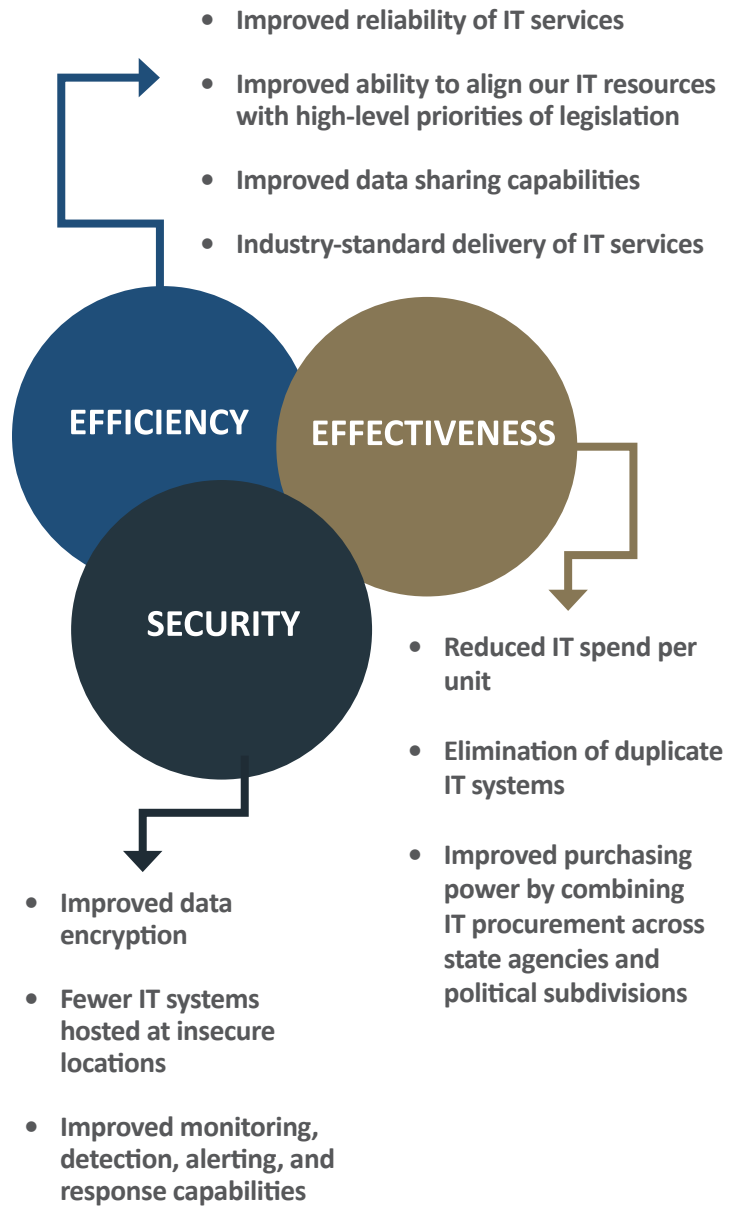>
> *-Bo Reese, State of Oklahoma Chief Information Officer*

In 2014, OMES shifted its focus from IT operational efficiencies to IT operational excellence to provide efficient, effective and secure solutions. To facilitate this, consolidation became a subset of a new, broader strategy called "IT Unification."

IT Unification included consolidation methods and an administrative plan to better meet state agency goals. OMES consolidated IT products and services for cost effectiveness, but also included methods of integration and incorporation into the overall strategy. In addition to a change in consolidation methods, OMES integrated four administrative functions into the model, including governance, organizational development, financial management and communications management. Each administrative area played a critical role in meeting the legislative requirements of the ITCCA within the established timeline and well under the estimated costs.

To meet this goal, OMES implemented an improved governance plan, changes in billing.

- Improved reliability of IT services
- Improved ability to align our IT resources with high-level priorities of legislation
- Improved data sharing capabilities
- Industry-standard delivery of IT services

EFFICIENCY

EFFECTIVENESS

SECURITY

- Reduced IT spend per unit
- Elimination of duplicate IT systems
- Improved purchasing power by combining IT procurement across state agencies and political subdivisions

- Improved data encryption
- Fewer IT systems hosted at insecure locations
- Improved monitoring, detection, alerting, and response capabilities

IT UNIFICATION

CONSOLIDATION	ADMINISTRATION
CONSOLIDATION Migration of IT infrastructure and Shared Services to State Standards.	**IT Governance** Planning, Budgeting, Service Levels, Performance, Committees
INTEGRATION Use of agency's existing solutions to compliment State Standards for that agency.	**IT Financial Management** Procurement, Financial Management
INCORPORATION Use of agency's existing solutions to replace the State Standards for all agencies.	**IT Organizational Development** Training, Internship Program, Business Segment Director Realignment
	IT Communications Management Performance Reporting, Wiki Updates, Website Updates, Transparency

> ## "Unification makes Oklahoma's technology more efficient and more secure. State data and the data of Oklahomans is better protected when agencies are unified."
>
> *-Bo Reese, State of Oklahoma Chief Information Officer*

methodologies, consolidated project management, cyber security, mainframe consolidation and others. Strategic goals for OMES included driving business innovation through technology, promoting collaboration across state entities, and utilizing government resources effectively and efficiently. These goals helped bridge the gap between state government and the looming industry changes in technology. By utilizing IT Unification, OMES became one, unified state IT resource contributing to development of a more effective state government.

The projects highlighted below showcase accomplishments where state government collaborated in good faith and found creative solutions to historic and new challenges. The success of each is due to the dedicated staff of OMES and our agency partners. IT Unification and all of its accomplishments will be marked in history as a triumphant step in improving state government.

FY 11
Information Technology and Telecommunications Transfer, Coordination and Modernization Study

July 2010

While the Oklahoma IT Consolidation/IT Unification effort ran from July 2011 through June 2017, the State of Oklahoma commissioned a feasibility study for the consolidation of IT functions across all executive branch agencies in 2010. The results of this study were published in April 2011 and recommended the following actions (Oklahoma Modernization Study. 2011. Retrieved from https://www.ok.gov/cio/documents/ITModernizationStudy01042011.pdf, pages 2.4-2.6):

- "The Information Services Division (ISD) should be separated from the Office of State Finance effective with the start of the fiscal year. Making the decision now enables ample time for the ISD organizational design and budgeting process to be started and built using an appropriate cost accounting methodology to support financial tracking.

- Issue a technology bond in the amount of $100 million for the acquisition of the services and equipment necessary to facilitate consolidation of IT infrastructure and services.

- Centralize the State-wide agency IT budgets effective July 1st, 2011. Centralizing the funding for agency IT related initiatives and services defines a single point of accountability for the approval of IT funds, as well as the proper financial tracking and management. It is recommended this consolidation of funds should be in the amount of $233 million, which is 2011 operating budget by all executive branch agencies. Of this amount, $23 million for year one IT operations and maintenance savings should be set aside as the bond payment for the $100 million technology bond modernization funding recommendation.

- Develop legislative mandates as needed to provide the State CIO with the ability to initiate, execute, and enforce accountability for all agencies IT resources State-wide. This could be a refinement of House Bill 1170, with one or more amendments.

- Implement a freeze on all agency-level IT spending for technologies and services that are allocated to individual agency budgets, but not yet spent. As of December 2010, this amount, when adjusted for federal funding, represented $252 million in allocated and unspent dollars.

- Freeze all planned projects or recently initiated projects that are still in the projects early stages. As of the end of December, 2011, there was approximately $165 million in unspent/unapproved funds for planned projects for the Executive Branch. These funds should be applied by the agencies to meet next year's budget requirements. For projects that are active and still in the planning /design stages, conduct a project review to re-visit the economic models for these projects. A review to ensure compliance to enterprise architecture and technology standards may result in cost avoidance downstream.

- Consolidate all fiber assets into one agency immediately. This effort should include the consolidation of OneNet into ISD.

- Higher Education represents a unique challenge in consolidation and standardization as a result of its distinctive mission. It is recommended that a State CIO for Higher Education be created on or before July 1st, 2011; possibly as an amendment to House Bill 1170 with the same authority over higher education as recommended for the State CIO.

- The Higher Education CIO should have dotted line to the State CIO; the State CIO would maintain

veto authority over IT activities, when it appears there is conflict with the State's consolidation strategies, infrastructure, technical standards, or policies. Budgeting and planning activities would require the State CIO's approval. There would be an assumption that the State CIO and Higher Education CIO would be in tight coordination on all projects which crosses beyond the higher education mission. It is recommended that this arrangement be kept in place for not more than five years. On or before the end of Year 5, the Higher Education CIO and staff eventually become part of the rest of State IT under the auspices of the State CIO, with the Higher Education CIO becoming a Deputy IT Director.

• Key benefits to the State on this arrangement is joint purchasing on IT and telecommunications hardware and software, and joint systems development and deployment for items of a utility nature, including e- mail, desktop standards, and fiber networks for connectivity.

• Consolidate all agency IT personnel and personnel budgets under the direct authority of State CIO. Transition ideally would start prior to July 1st, 2011 and become effective on July 1st, 2011. Higher education is excluded from this recommendation pending action on the above recommendation regarding the appointment of a Higher Education CIO.

• The State CIO should be given full control and approval for IT acquisitions. This is beyond the current responsibility to only be able review and sign-off on requirements provided by the agency, but to have final approval of all IT acquisitions for all agencies.

• The governance model requires the House Bill 1170 Technology Application Board to be replaced with the State IT Advisory Board. This board would advise the State CIO on external events and business insight into State IT practices based on their commercial knowledge. The intention is to utilize external corporate and IT knowledge thought leaders to provide other points of view on State IT opportunities.

• During the process of initiating recommended changes, it is expected other policy, executive directives, and statutes may be discovered and require changing as the State pursues shared services and consolidation initiatives as this is a dynamic iterative process."

FY 12 – 34 Agencies Consolidated

118 IS FTE as of 6/30/2011; 1,284.5 IS FTE as of 6/30/2012.

27 agency-specific and statewide projects completed.

36 agency-specific and statewide enhancements completed.

99,744 service/support requests completed.

95 percent responded on-time, 91 percent resolved on-time.

77.65 cases per capita.

Customer satisfaction not tracked by agencies.

Unified Customer Service Desk to Provide State Technology Assistance

July 2011

OMES began serving several agencies with over-the-phone technical assistance long before unification began. As unification has grown, so has the OMES Service Desk customer size and the services it offers. An employee can call, email or create a case online via the customer portal. With so many ways to contact the OMES Service Desk, it is no surprise the team now processes roughly 400,000 customer cases each year. Now serving as the main technology support line for 110 agencies and numerous affiliates, the service desk has advanced its skills to include a public safety and defense team as well as a customer care team to meet the specialized needs of its customers.

IT People Move

Fall 2011/Spring 2012

One of the key deliverables of ITCCA was the consolidation of IT positions across all executive branch, appropriated state agencies into the Office of Management and Enterprise Services. Through extensive discussions with executive branch and appropriated agencies, OMES consolidated 1,284.65 IT FTE during the spring of 2012. While the Information Technology and Telecommunications Transfer, Coordination and Modernization Study identified potentially upwards of 1,500 IT positions across the same agencies, during the months following the study's publication, agencies reclassified positions and/or moved individuals into non-IT positions within the agency.

Saving Time and Money for Purchasing Across State Agencies

January 2012

A State of Oklahoma e-procurement model was implemented across state agencies for all state purchases. Before implementation of e-procurement, paper forms were completed and routed for approval. The implementation of the e-procurement model created several improvements, including paperless process saving time and money, easily sourced purchased orders, improved approval tracking, electronic document storage, built-in security and transparency for audit compliance.

State Department of Education IT Consolidation/Optimization

Spring 2012

While 34 agencies had completed IT consolidation by the close of FY 2012, the Department of Education was the first large agency completed. This consolidation project also included numerous infrastructure improvements as a result of a $2.8 million ARRA grant in July 2011.

These funds allowed:

- Infrastructure Refresh – 360 new desktops/ laptops, new network switches, new wireless network, new internet connection, new virtual server environment, new phone system, 220 new phone sets, new imaging system, new cabling throughout the Hodge Building.

- New Grants Management System – Purchased/ implemented separately from the state standard due to SDE's unique needs.

- New Content Management System – Launched the new SDE website (http://sde.ok.gov).

- New Communications Solution – Implemented GovDelivery to allow mass and targeted communications for SDE.

The SDE IT Consolidation returned IT cost-savings to SDE exceeding $8 million:

- IT consolidation, NPV $5.7 million.

- Printer consolidation (phases 1 & 2), NPV $1.5 million.

- Returned six positions to SDE ($460,000/yr) to support agency functions.

- Increased IT staffing by four FTE after consolidation while reducing costs via contractor consolidation projects, NPV $889,000.

The IT consolidation dramatically changed SDE's security and service posture:

- Pre-Transformation.

- Only 3 of 11 basic security services.

- No centrally managed security services.

- No Security Operations Center services.

- No patch and vulnerability management.

- No ability to uphold legal responsibility to secure FERPA/HIPAA/PCI data in use, in transit and at rest.

BEFORE
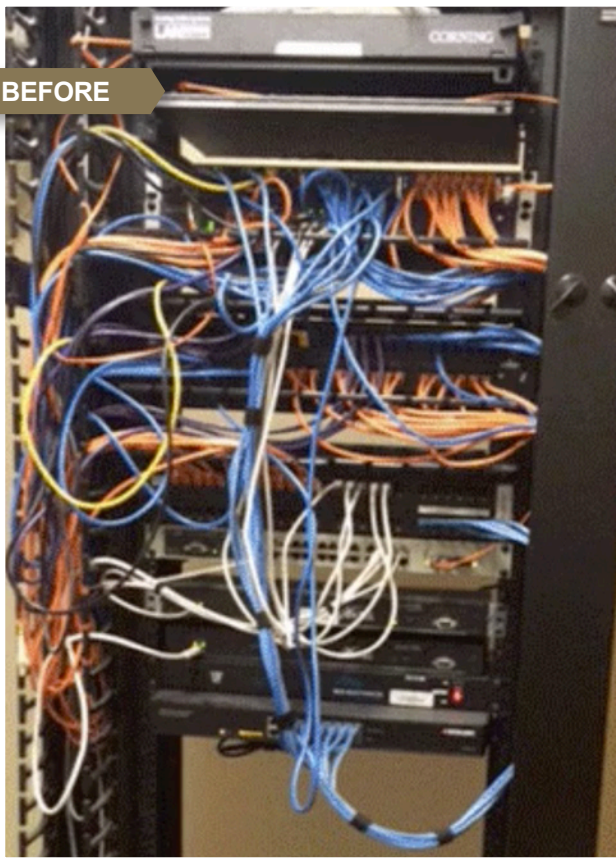
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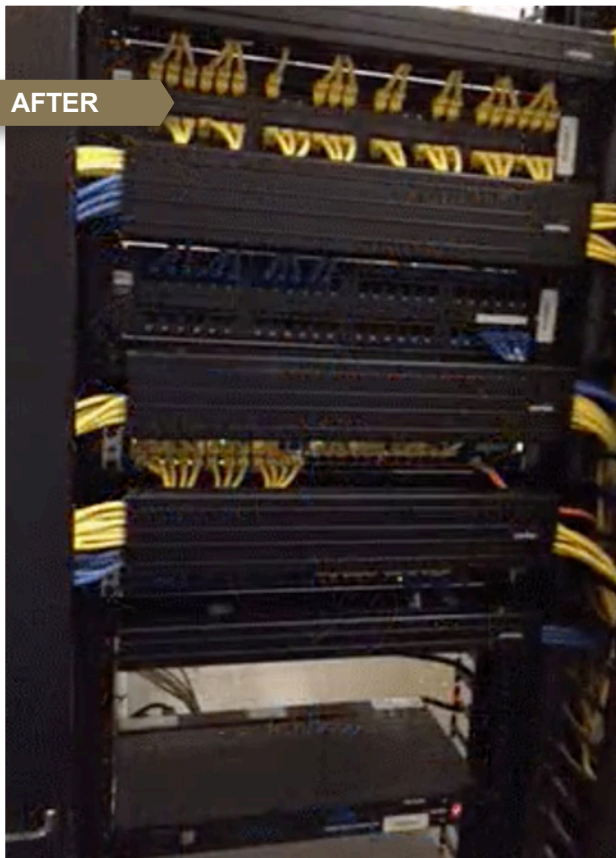
Post-Transformation

- Centrally managed security services.
- Endpoint protection – antivirus, anti-spam, encryption.
- Security incident and event management.
- Intrusion detection.
- Firewall management.
- Web filtering.
- Patch analysis and management.
- Mobile device management.
- Vulnerability management.
- Central cyber-security/operations command.
- Real-time monitoring.
- Cyber-security threat identification.
- Analysis of threats and risks.
- Protection of SDE data and infrastructure assets.
- Services of the Multi-State Information Sharing and Analysis Center (MS-ISAC).
- Cyber-security "Situational Awareness."
- Detection/prevention of malicious activity.

In addition to the IT Consolidation and modernization efforts, during the same time OMES completed:

- 17,387 service desk cases for SDE – 90 percent met service level targets.
- 33 Projects – 89 percent on time, 100 percent on budget.
- 24 Enhancement Service Requests.

FY 13 – 54 Agencies Consolidated

764 IS FTE.

191 agency-specific and statewide projects completed.

347 agency-specific and statewide enhancements completed.

161,950 service/support requests completed.

95 percent responded on-time, 91 percent resolved on-time.

211.98 cases per capita.

92.5 percent customer satisfaction.

Improved Reporting of Technology Projects Across State Agencies

August 2012

OMES worked on adding all state IT projects to the project and portfolio management tool. For the first time in state history, Oklahoma had a complete view of all IT projects that included common methodology, templates, vocabulary and metrics. With the PPM tool, state agencies are provided project governance, oversight of processes for IT projects and better understanding of technology project issues and risks.

Vendor and Employee Cost-Savings Ideas

Fall 2012

OMES has always sought experts when tackling complex projects. These come in the form of IT professionals and creative thinkers within the state, as well as our industry partners. In 2012, OMES solicited cost-savings ideas from both that could realize savings within the next 12 months.

Opportunities from the employees included infrastructure, shared services and agency-specific services which could be optimized for the reduction of IT costs giving agencies more resources to accomplish their missions. Vendors provided suggestions in the areas of application development, networks, server virtualization, desktop administration, storage and document imaging. Many of these projects were completed and appear in the "Consolidation Project Savings" and "Cost Avoidance – Projects" section of this

report.

OMES Supports K-12, Technology Centers and Other Government Affiliates

February 2013

The OpenRange program was created to inform affiliates, including higher education, K-12 schools, cities, counties, libraries, hospitals, Native American tribal organizations and more, of their ability to purchase technology products and services from statewide contracts. Since the establishment of the program, available IT statewide contract spend has steadily increased. Oklahoma saved almost $212 million from statewide IT contract purchases for FY 12-FY 17 with the greater purchasing power afforded through unification.

In addition to shared procurement contracts, OpenRange also provides share IT services. One of the most popular is free e-Rate training and support for Oklahoma school districts. This free service helps facilitate increased connectivity and its supporting infrastructure for over 1,200 school sites bringing in an estimated $44.1 million in federal funds in 2017. Oklahoma schools still have an additional $27.1 million available for classroom Wi-Fi initiatives.

Combating Threats to Oklahoma's Technology Security and Protecting State Assets and Data

April 2013

Oklahoma Cyber Command was established in 2013 to help safeguard the state's data and computer infrastructure against unauthorized data use, modification, damage and loss. This initiative has provided state agencies with a uniform set of security capabilities and systems to monitor, detect and defend state systems from cyber threats.

The Security Operations Center provides centralized cybersecurity services protecting mission-critical networks 24/7/365 and monitoring over 38,000 assets. Staff respond to hackers, viruses, spam email campaigns and anything that threatens the security of the state's technology infrastructure using real-time data feeds.

SOC staff use the security tool CyberWARN for monitoring state assets. CyberWARN is comprised of intelligence feeds where correlation engines aggregate the data into a monitored visual intelligence display

Putting Agencies Back in Control of IT Investments Through IT Governance

June 2013

IT governance committees began in 2013 and are continuing to be established in partner agencies and across agencies at the cabinet level. IT governance committees review opportunities, recommend plans for the purchase and implementation of technology solutions and provide documentation for cabinet-level approval. This level of IT governance is in effect for energy and environment, health and human services and public safety business segments, and is in process for education, financial and regulatory segments in FY 18.

There is a risk to the state in placing this level of control back in the agencies. As seen in the picture below, the priorities of agencies sometimes shift dramatically. Shifts in priority affect resource allocations and result in significant losses of productivity. This dynamic is not unique to Oklahoma. Most states have experienced these types of challenges, especially in agencies headed by elected officials. Establishing IT and data governance at the cabinet level helps overcome this challenge.

The picture below is an assessment of the IT project priorities within the Oklahoma State Department of Education under a previous administration. This was immediately following the IT consolidation effort and before governance had been fully implemented and matured.
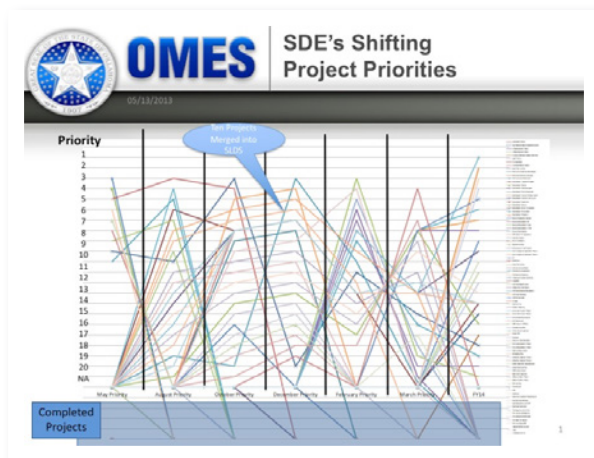
FY 14 – 72 Agencies Unified

773 IS FTE as of 6/30/2014.

297 agency-specific and statewide projects completed.

513 agency-specific and statewide enhancements completed.

189,704 service/support requests completed.

95 percent responded on-time, 90 percent resolved on-time.

245.41 cases capita.

93.1 percent customer satisfaction.

Performance Assessment

July 2013

OMES partnered with Civic Advantage in summer 2013 to assess new methods to improve the customer-facing functions of the Information Service division. The main objective was to continue to facilitate the IT Consolidation effort while achieving measurable improvements in service quality and process efficiencies. The assessment returned 54 recommendations in the areas of performance level, organizational, service desk technologies, process improvements, quality and accountability and customer relationship management. All recommendations were implemented over the following 24 months.

Oklahoma Community Anchor Network (OCAN)

August 2013

It's about two words that don't always go together. "Stability and speed," said Eric Hileman, the executive director for information technology services with Oklahoma City Public Schools.

Hileman explained the advantages of the Oklahoma Community Anchor Network and the broadband bandwidth and reliability it gives Oklahoma City students with those often-competing concepts.

"When you're talking about student learners, the two things you want are stability and speed," Hileman said.

It's why Oklahoma City Public Schools, along with other public schools, higher education institutions, libraries, hospitals and city governments are linking up with OCAN.

Funded by a $74 million grant from the National Telecommunications and Information Administration's Broadband Technology Opportunities Program, OCAN is a partnership between the Oklahoma Office of Management and Enterprise Services, the Oklahoma State Regents for Higher Education and the Oklahoma Department of Transportation. As an extension of the Oklahoma Government Telecommunications Network, OCAN is designed to deliver high-speed broadband services to unserved and under-served communities in Oklahoma.

"The combining of state resources and talent to administer OCAN is what allows the network to successfully fulfill the needs of those that use it," said state Chief Information Officer Bo Reese. "OCAN is enhancing the quality of life throughout the state by not only expanding broadband services into rural areas but also by enhancing services in more urban centers."

When the grant was received, OMES installed nearly 1,100 miles of fiber optic cable in 18 months from the Panhandle down to Broken Bow. Launched in August 2013, OCAN designated 33 colleges, universities, rural hospitals and libraries as community anchors designed to deliver high-speed broadband service to rural and underserved Oklahoma communities.

Health and Human Services Cabinet Level Governance Committee

October 2013

To deliver interoperable solution components using shared services defines the goal, and name, of the committee created by Oklahoma Health and Human Services agencies to identify and create shared service opportunities.

DISCUSS committees align IT strategy with business goals of our partners through the establishment of IT governance within cabinets and business segments. This level of IT governance furthers collaboration to align Oklahoma's IT resources with business processes our partner agencies need to modernize the services

they provide for Oklahoma citizens.

Connecting Technology Vendors at the Right Time With the Right Team

November 2013

The technology infrastructure, organizations, requirements and procedures proved to be confusing to new technology vendors. To assist in the development of strategic vendor relationships at the State of Oklahoma, OMES established the Strategic Alliance Management program. The SAM team assists technology vendors in making contact with the correct people in OMES, align vendor efforts and priorities, and coordinate technology initiatives.

Consolidating Statewide Mainframes

February 2014

OMES worked with the Oklahoma Department of Human Services, the Oklahoma Department of Transportation, the Department of Public Safety and the Oklahoma Tax Commission to consolidate five mainframes into one platform. This effort required combining multiple mainframes, service centers, support resources and technology solutions. Leveraging new and existing equipment, the new solution has increased storage capacity and processing power and reduced costs for the State of Oklahoma. It also dramatically improved the security of some of the state's most sensitive information while reaping a cost savings for these agencies in excess of $14 million.

Training Agency Employees on Cybersecurity

March 2014

Training employees is often our best defense from cyber threats. Our initiative to bring a centralized state Security Education and Awareness Training, or SEAT, program to the state continues to be adopted and gain success. SEAT provides online course-based training on cybersecurity, technology and regulatory topics for 12,000 agency employees annually and counting. SEAT enables state agencies the ability to assign training and track and report on training progress.

FY 15 – 83 Agencies Unified

772.5 IS FTE as of 6/30/2015.

255 agency-specific and statewide projects completed.

354 agency-specific and statewide enhancements completed.

193,579 service/support requests completed.

87 percent responded on-time, 85 percent resolved on-time.

250.59 cases per capita.

93.9 percent customer satisfaction.

Red River Partnership

July 2014

Once unification began, a problem became apparent; there was more need for contracting vehicles than there were IT procurement resources to create competitively bid contracts. Oklahoma and Texas agreed to share access to the other's preferred technology provider list, which allows Oklahoma agencies and local governments access to Texas IT contracts. Oklahoma agencies have saved more than $212 million from FY 12-FY 17 on statewide IT contract purchases with the greater purchasing power afforded through the economies of scale of IT Unification.

From Rivalry to Cooperation

Oklahoma's Deal With Texas Saves Taxpayers Mone.

A Red River deal will save Oklahoma and Texas millions of dollars in technology purchases through an agreement brokered between the two state governments' information technology providers.

"Oklahoma and Texas are longtime rivals, but we're proud to be on the same team when it comes to saving taxpayer dollars through innovative initiatives like this," said Oklahoma Secretary of Finance, Administration and Information Technology Preston L. Doerflinger. "This deal drives down technology costs while simultaneously increasing technology options for agencies. Government can innovate when it tries and we salute our Texas colleagues for helping us prove that through this deal."

The agreement puts each state on the other state's preferred technology provider list, which allows both states access to one another's technology contracts and services.

Efficiency Increased

"Oklahoma saves money, lessens its workload and speeds up procurement when working with Texas to purchase information technology products and services," said Matt Singleton, chief operations and accountability officer for Information Services of the Office of Management and Enterprise Services, the technology provider for Oklahoma state agencies and affiliates.

Texas has already negotiated several contracts with technology vendors, and since Texas orders in greater bulk than Oklahoma, the price is less per unit, Singleton said. It's similar to a shopper saving money by buying macaroni in bulk from a warehouse as opposed to a box at a time from a supermarket. Furthermore, since all contracts and services have already been procured under each state's competitive purchasing processes, administrative work and product delivery time is reduced.

"Right off the bat we're getting a better deal out of this," Singleton said. "Each state has done all this work, and we're each going to take advantage of it."

The deal has already paid off for Oklahoma, which recently used an existing Texas contract to lease 10,000 desktop and laptop computers and services for the Department of Human Services from Dell for $2.2 million. The arrangement includes an option to renew services and replace computers.

"The lease arrangement ensures that every four years, employees get a brand spanking new computer on their desk. It also makes it easier for agencies to budget for and spend less on technology," Singleton said. "Oklahoma got a much better deal than we could on our own because Texas spends more with Dell alone than Oklahoma spends on all of our IT each year."

Using the Texas contract for Oklahoma DHS saved Oklahoma more than $3.1 million and a lot of time, Singleton said. The Dell purchase took eight weeks from request to delivery. Previously, it would have taken at least four months.

Both Partners Benefit

Texas also benefits from the Red River deal as cooperative purchasing drives down cost and increases vendor diversity for both states.

"Our partnership with Oklahoma shows the power of collaboration in technology purchasing, and we appreciate this opportunity for innovation with our neighbor to the north," said Texas Chief Information Officer Karen Robinson, executive director for the Texas Department of Information Resources.

The Red River deal went into effect in July as a yearlong pilot program.

"It is already demonstrating success and we're confident it will be renewed," said Oklahoma Chief Information Officer Bo Reese. "Partnering with Texas helps OMES, in our role as Oklahoma's unified technology provider, greatly enhance our ability to provide partner agencies with better technology options at competitive costs."

Corrections IT Stabilization Efforts

Fall 2014

The Oklahoma Department of Corrections has seen its challenges in many areas. The DOC IT environment is no exception. In Fall 2014, OMES became involved in the day-to-day activities at the request of the then current administration. DOC turned to OMES for creative ideas to apply the "bubblegum and bailing wire" needed to keep the decades-neglected systems operational. Here are some key achievements:

- Offender Management System (OMS) Hardware Stabilization – The OMS system is a legacy system in excess of 20 years old. The limitation on the servers and other components of the system caused major performance and stability issues for this mission critical application for DOC. The system was not able to maintain all 900 sessions and was not able to complete nightly extracts causing almost daily outages. OMES moved the application servers into new VMs (virtual machines) and loaded all the legacy app servers onto solid state disks to overcome the performance issues. This effort was accomplished after-hours without impacting DOC operations.

The result was major performance and stability gain. The system is now completing nightly jobs prior to DOC staff arrival to work and all 900 sessions run simultaneously. Project was completed in March 2015.

- Symantec Endpoint PC Protection – OMES added new centralized antivirus and PC management software to more than 3,500 PCs making all of the network-connected PCs at DOC visible to the State Cyber-Command. Project was completed in December 2014.

- COMIT Hardware Refresh and Migration – The DOC was running the COMIT application in McAlester on hardware that was in excess of 10 years old and not covered under warranty or maintenance contracts. OMES moved all of the COMIT applications and databases to the virtualized chassis at the MLK server room. The process was completed successfully without any downtime to DOC operations. Project completed in February 2016.

- County Jail Waiting Project – This project involved bringing DOC into compliance with new statute requirements and the extensive change in the process for managing offenders waiting at county jails to be received into the state prison system. This involved the creation of SQL tables, creation of the County Jail Waiting Webpage and the import of data from the OMS application. Project start date was September 2015 and completed in December 2015.

- Windows XP Upgrade to Windows 7 – OMES upgraded all Windows XP boxes to Windows 7 due to Microsoft ending support of Windows XP in 2014. OMES upgraded 1,922 devices. Project was completed in January 2015.

- Sex Offender Registry Document Digitalization – Acquired and implemented high speed scanners for use in the digitalization process for Sex Offender Registry documents. The Oklahoma Sex Offender Registry, maintained by DOC, provides public information on sex offenders required to register pursuant to the Sex Offenders Registration Act, 57 O.S. 581-590.2. Requirements to maintain these records resulted in excessive paper storage.

OMES researched, installed and configured scanners to alleviate physical document storage issues. Project completed in February 2016.

- Datacenter Hardware Infrastructure Upgrade – This project was to replace aging computer hardware at both primary and backup site. Project was started in January 2015 and was completed in March 2015. This project resulted in cost avoidance of over $400,000 for DOC.

- OMS Offender Credits - The changes that needed to be done to OMS were difficult and required discovery as the system is 20 years old and no source code is available. Identifying what part of the stored procedures needed to be edited and enhanced was a lengthy process due to lack of documentation and stakeholder participation. Test scenarios were developed by the DOC staff in order to train them in the test environment. Implemented standard change management to the OMS production environment to ensure this legacy system is stable.

- North Fork Facility Commissioning – DOC leased the North Fork Correctional Facility at Sayre. The plan was to move staff into the facility by June 1, 2016, and to house offenders by July 5, 2016. This project was completed in 30 days due to urgency of the prisoner move by DOC.

- Video Conferencing Upgrade – Project replaced video conferencing units with a modern, flexible solution to private prisons. Completion of this project eliminated travel requirements and transport of inmates for Pardon and Parole Board hearings. Project completed in September 2016. This project represents significant cost savings for DOC as a result of transporting fewer inmates. As those numbers are quantified, they will be reported.

- SORC Project – This project was in support of DOC plans for opening a new facility at the old Southern Oklahoma Resource Center (SORC) site in Pauls Valley. OMES redeployed 15 workstations, monitors and keyboard/mouse combos that had previously been retired from other agencies. This represented a cost avoidance for DOC of $13,050.60. Although this project was canceled,

all equipment has been deployed throughout other DOC locations. Project was started in February 2016 and was later canceled by the DOC IT Steering Team.

- Field Hardware Replacement – To support the effort of replacing antiquated workstations in field office locations, OMES redeployed 66 workstations that had previously been retired from other agencies. This represented a cost avoidance for DOC of $56,189.76.

- OK Offender Lookup - This project was to upgrade the DOC web presence that provides DOC Offender Data through an Oracle 9ias v. 3.08 portal application that was implemented around 2001. This application provides public data access from an unsecured web presence to the details of offender data by certain key parameters. The key parameters were not restricted and the parameters could be exploited to retrieve unauthorized data from the DOC Offender database. OMES architected a security solution, redesigned the application parameters and provided the cost for the required licenses and requirements gathering. This represented a cost avoidance of more than $14,000. Project started in April 2016 and completed in March 2017.

- Education PC Refresh - Reimaged and installed software on 195 DOC Education Computers. The computers were then deployed to the DOC Education Labs to replace older models that could not run the newer software being used by Education. Completed in January 2017.

- Wilson Training Center Initiative – OMES installed a network router and switch, phone system, physical security, workstations, multifunction printer, wireless access points and complete cabling. Project completed in January of 2017.

- DOC Unified Communications – Phase I – Replaced the analog phone systems at the admin locations in Oklahoma City, and the Kerr building in Tulsa that were connected to the SL100 with a Hosted Voice Solution. A total of 466 phones were replaced. Project completed in January 2017.

- Core Network Switch Refresh and Security Improvements – Upgraded the security network

infrastructure. This project included upgrading the core network, firewall and proxy filter. Also, decommissioned the SA4000 SSL VPN. Project completed in May of 2017.

- The centralization of remote site server and stabilization onto a distributed environment. This was required as an emergency for the 23 sites. The devices DOC previously implemented were not designed for the required use and were failing due to their age. These desktop machines had been in service over 10 years and were not meant to act as servers.

- Procured and implemented uninterruptable power supplies on DOC door lock computers, door lock panels, fence control computers and key watcher equipment. This created cost avoidance for DOC of roughly $75,000/yr.

- OCI server move - OCI staff servers needed to be secured in a non-inmate accessible location to account for the data integrity. These servers were virtualized and moved to the MLK server room. This created cost avoidance of roughly $18,000.

- In Fall 2016, DOC hired away eight OMES employees. While OMES worked to refill the positions, several full-time resources were re-allocated to DOC to provide technical assistance. The gap in payroll resulted in $175,000 in cost savings to DOC.

The figure below depicts the various IT stabilization efforts OMES has completed for Corrections.
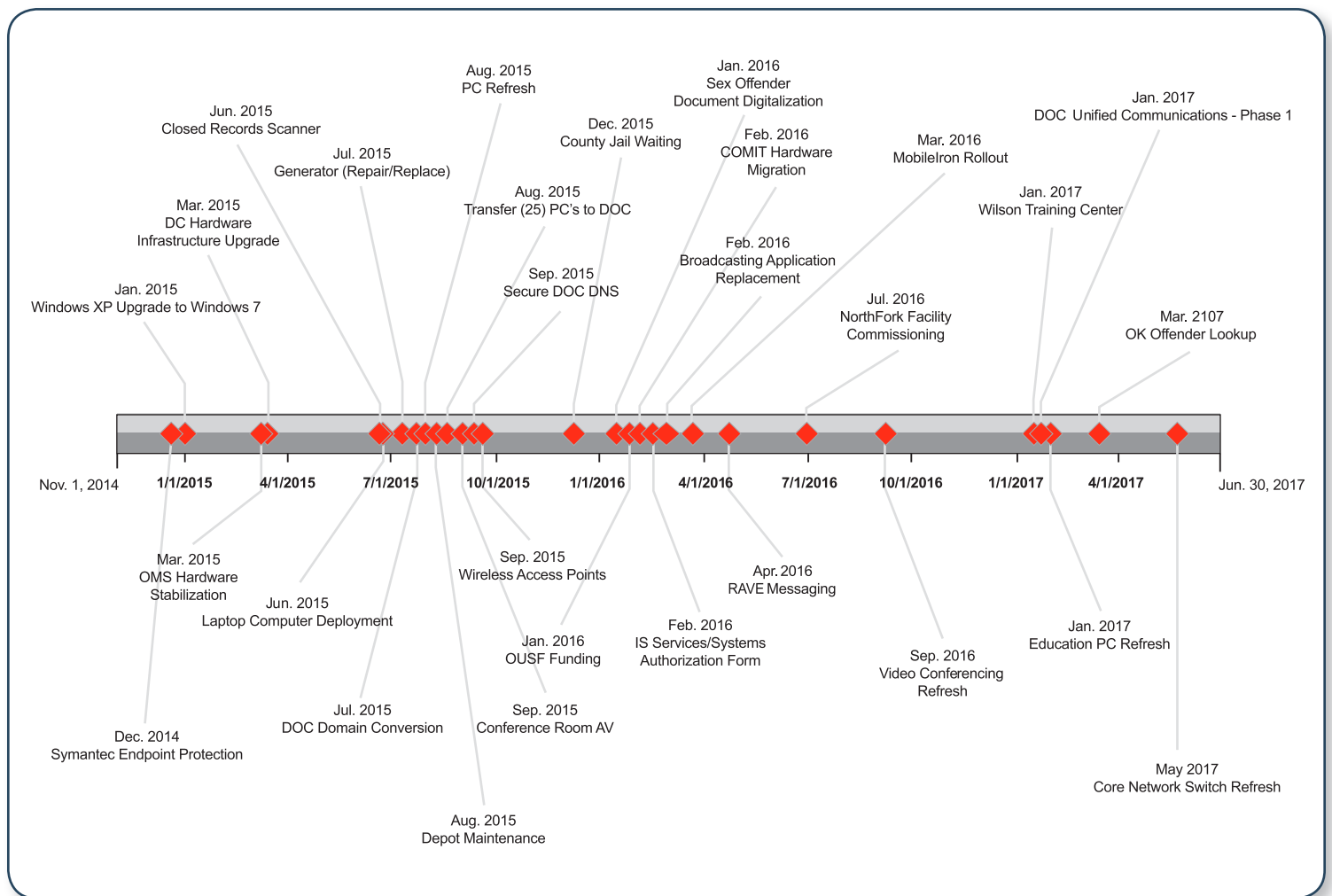
Assessment of Cost-Savings Methodology

October 2014

OMES partnered with Crawford and Associates, P.C. to evaluate the methodology used in preparation of the "Progress on Consolidation" quarterly reports over the summer of 2014. That evaluation produced a number of recommendations for management. Specifically, attention focused on:

- Gaining an understanding of the methodology used in the preparation of the "Progress on Consolidation" quarterly report; issued in accordance with 62 O.S. § 35.9.

- Determining if the methodology has been applied consistently for the "Progress on Consolidation" quarterly report.

- Recalculating any projected savings from the consolidation and compare those projected savings to actual savings achieved by various agencies.

- Providing recommendations regarding the application and methodology applied to the "Progress on Consolidation" quarterly report.

The results of the evaluation found the methodology for calculating agency IT cost savings was appropriate and had been consistently applied. While an error was discovered, it was in the favor of additional savings for agencies. The evaluation made eight recommendations for improvement in the areas of capital vs. operational reporting, clarification of object codes in the calculation and cash vs accrual reporting. OMES implemented seven of the eight recommendations over the next 90 days. OMES chose not to change the reporting basis as the benefit of restating operational costs on an accrual basis is outweighed by the loss of timely reporting. Instead, additional notations have been added to the reports.

Alignment of OMES Information Services Job Roles and Teams

March 2015

OMES aligned over 700 technology services team members with over 400 working titles into 10 service teams, 13 job families and 100 working titles. The unification of job roles has positively impacted our recruitment efforts and increased professional development and knowledge transfer among our staff. The organizational evolution of our service teams creates clearer and more consistent career ladders for training as well as provides common job duties and goals.

Centralized Monitoring and Reporting of State Technology Assets

May 2015

View the video at http://youtu.be/aqlQ42BmR74.

The Information Technology Operations Command Center (ITOCC) was built to provide a monitoring and response incident center to improve service delivery. The center, housed at the state's data center, monitors all IT assets across the state. The cross-functional nature of the ITOCC allows for teams to work collaboratively across operating areas and provides abundant cross training opportunities. In the event of major incidents, the ITOCC becomes the central facility where staff can gather to work together and quickly resolve a problem.

Real-Time Monitoring Real-Time Solutions

The Information Technology Operations Command Center is the nerve center of Oklahoma's technology infrastructure.

The ITOCC is where it all can happen, much of it before many people actually know it's happening.

Before unification, each agency was responsible for monitoring its own systems. The ITOCC has pulled together thousands of discrete elements so they can be monitored in real time.

That means quicker responses to problems and quicker resolution of those problems — often before OMES' clients realize they are having a computer problem. It helps all agencies serve Oklahomans.

"We're starting to be able to be fix it before it becomes an outage or affects customers at all," said OMES Director of Technology Services Dustin Crossfield.

ITOCC by the numbers:

500: Locations monitored at the ITOCC.

3,000: Devices monitored by staff at the ITOCC.

35,000: Discrete elements monitored by the ITOCC.

FY 16 – 89 Agencies Unified

777.5 IS FTE as of 6/30/2016.

264 agency-specific and statewide projects completed.

411 agency-specific and statewide enhancements completed.

214,611 service/support Requests completed.

92 percent responded on-time, 92 percent resolved on-time.

276.03 cases per capita.

93 percent customer satisfaction.

A World Without Wires

July 2015

The days of tripping over cables and being tied to a desk for computer work may be coming to an end as OMES strives to bring about a wireless revolution of sorts.

"As agency unification continues, it's our mission to allow for wireless access points," said OMES Director of Technology Dustin Crossfield. "The future thought is that before too long, why would you use cable?"

The wireless access provided by OMES allows employees to tap into their work files as long as they have access to the Oklahoma Secure network. That secure access is expanding with each agency that unifies its information technology with OMES.

It allows for greater collaboration in the office and the ability to easily transport work to other buildings.

"If John and Sally want to switch cubes, they won't even have to call IT," Crossfield said. "If someone wants to show their presentation in a conference room, they'll just need to grab their laptop. You can work from there just like you're plugged into your desk."

If you're on the secure network, it works just like being cabled into the system. Files stored on shared drives are available without an Ethernet cable. To date about 2,200 clients can connect to some 800 secure wireless access points across the state. In many cases the wireless connections have the same speed as a wired desktop and can handle most heavy uploads — the average user wouldn't notice a difference.

"These are truly enterprise grade connections that are managed from a centralized location," Crossfield said. "It's secure, superfast with rock-solid speeds, and what we're installing is built for a lot of connections."

Because it's centralized and doesn't rely on technology that can wear out, maintenance costs will be less than with wires, which have to be replaced periodically. And when an agency moves an office, there is no need to reroute cables.

"Why re-cable a place when you can go and put in 15-20 access points and be done with it?" Crossfield asked.

Once the OMES service desk configures a device, logging in is just the same as an employee would do from their desk. State-owned devices, such as laptops and tablets, are currently being targeted for inclusion. Cell phones are off the secure wireless grid right now because of security concerns.

There's a big push for mobility in the state workplace, and by connecting unified agencies via wireless access points, OMES is trying to stay in front of the trend. Crossfield anticipates the number of access points will double annually for several years to come.

"Our hope is that you could be in any other state office, fire up your mobile device and be able to go to work," he said. "Our vision is that you can be mobile across the state."

Improving Efficiencies in Procurement and Purchasing of Technology

July 2015

The procurement authority order provided improved efficiencies and cost-effectiveness for technology procurement functions and simplified purchasing processes for state agencies as well as vendors. The Delegation of IT Procurement Authority was created to allow for a more timely and efficient process when purchasing lower cost technology products. The new process was put into effect on July 1, 2015.

The Click & the Quick

October 2015

New servers for PeopleSoft application shortens computer response time.

For many, it's just a matter of seconds, or even parts of a second — hardly even noticeable as maybe someone goes to enter their time. For others, it can cut hours nearly in half when running complicated reports on payroll, purchasing orders or tax forms.

"We're doing something that should have been done years ago," Oklahoma Chief Information Officer Bo Reese said about improvements made for the PeopleSoft application.

PeopleSoft is used by thousands of employees for such things as simple as entering time to as complicated as processing purchase orders and compiling W-2 tax form information. The application is essential for not only state employees, but also for the citizens they serve. Making PeopleSoft better and faster improves and quickens state employees' service of Oklahomans.

OMES recently switched PeopleSoft from running on a cluttered old server to two new servers. Space on the one-terabyte older server was freed up for all the other applications running on it. The two new servers — each with about 0.5 terabytes of memory — are dedicated to PeopleSoft and its functions. No longer having to compete for memory, the results have been dramatic.

Before the switch, if you clicked your mouse on a link while processing payroll or for a procurement approval it could take 10 seconds or more for your computer to move to the next screen.

"Each one of those clicks was mind numbing. It was horrific for day-to-day use," Reese said. "Now, it's a fraction of the time."

OMES ran a few comparisons to see the difference after the server switch. One tested how long it would take to record financial transactions created by payroll for 8,000 employees into the general ledger accounting system, or "Pay to GL." With the old server, it took more than three hours. After the switch, it took less than an hour.

When running a process for preparing W-2 tax forms, the time was cut from 24 hours to about five hours and 30 minutes.

"Producing W-2s is an involved effort that requires running multiple processes with verification and adjustments along the way to ensure accuracy of the

W-2s," Application Development Administrator Fred Cantrell said. "We felt the difference in run times for this process was very significant and wanted to illustrate the improvement."

Bottom-line is that the PeopleSoft server switch saves time and money, not only when doing the heavy computer processing but even in the daily operation that most employees interact with the application, Reese said. Such time-saving measures are a core goal of OMES interaction with its customers.

"We understand how things like this can impact the workforce statewide," he said. "We need to continue to find things like this for the state."

One Tool for OMES Service Desk Cases to Improve Metrics and Reporting

November 2015

The new customer relationship management (CRM) tool was implemented to improve the client experience provided by the OMES service desk. The new CRM tool provides technicians the ability to quickly handle requests, incidents and problem as well as provide a tool for enhanced reporting and metrics of customer cases. Customers will be able to create and manage cases online more easily as well as find solutions in an IT knowledge base.

Statewide Risk Assessment Online Application

November 2015

Per Oklahoma State Statute, OMES developed a standard risk assessment process to be used by all state agencies and entities. The annual risk assessment methodology is based on industry standard to measure the maturity of business and IT controls as it relates to information security. OMES created an online platform in May 2015 and continues to update the platform year after year for agencies and higher education use. Updates include historic data of past submissions and saves with the capability to complete the survey at a later date/time. Thanks to this platform, the Statewide Risk Assessment survey completion rate went from 40 percent in 2015 to 63 percent in 2016.

PeopleSoft Activity	Old Server	New Servers	Time Saved
Funding (8,000 employees)	170 mins.	142 mins.	16 percent
DHS Payroll Calculation (8,000 employees)	100 mins.	80 mins.	20 percent
Time Administration	150 mins.	95 mins.	37 percent
Pay Confirms (8,000 employees)	14 mins.	6 mins.	57 percent
Pay Calculations	33 mins.	12 mins.	64 percent
Pay to General Ledger (8,000 employees)	196 mins.	54 mins.	72 percent
TAX910LD Load W-2 data (116,000 people)	1.440 mins.	326 mins.	77 percent

Customer Technical and Business Support Assigned to Each Agency

January 2016

OMES worked on aligning technology staff into large service teams by skills and duties. Once agencies were unified, we saw a greater need to align specific staff within each of those teams for our agencies. Similar to a dotted line team, OMES assigned five different roles to each agency. These roles include the following:

- IT Strategist: Serves as the primary contact for operational projects and aligns agency business strategies with enterprise solutions or technology projects.

- Executive Sponsor: Coordinates with the executive team and identifies and overcomes obstacles within OMES.

- Technical Account Manager: Serves as a primary contact for service issues, help desk cases and outages.

- Program Manager: Serves as the primary contact for current and proposed technology projects.

- Account Executive: Serves as the business liaison for an agency providing information on service catalog offerings, billing and invoicing, technology procurement and service agreements.

Improving Transparency and Empowering OMES Staff

January 2016

With over 700 technology services team members housed in various locations across the state, the online video capabilities that unified communications provide allows staff to connect and collaborate in one giant meeting online. Leadership, managers and supervisors hold a daily online webinar called Operations and Intelligence briefings, referred to as O&I. Daily interaction among leadership and staff increases the potential of empowered decisions and collaboration with our customers.

Corrections OUSF Funding

February 2016

This project was to create applications for Utility Funding with the Oklahoma Corporation Commission to recoup the cost for connectivity to 18 DOC facilities. The recertification process was not completed by DOC staff and the agency lost its funding. This project involved the completion and submission of applications for each location along with information regarding Telemedicine by OMES. The application process was approved in February 2016 for total funding to DOC of $1,316,255.76.

Unifying Specialized Technology and Data Needs of Law Enforcement Agencies

May 2016

View the video at https://youtu.be/OJlfXC8d9Ks.

Signed into legislation with House Bill 1083 in April 2015, the Criminal Justice Information Systems Center for Excellence is a joint effort between OMES and 12 agencies in the Public Safety and Security Cabinet to provide an IT unification approach to meet the specialized security and data needs of our local, state and federal public safety and law enforcement agencies. CJIS CFE is scheduled for completion in FY 18.

The Center for Excellence will unite state law enforcement to better serve Oklahomans.

Think of it as the brain center for state law

enforcement. A room tucked securely inside a well-guarded building, where criminal justice agencies share ideas, modern technologies and data. That's the Criminal Justice Information Systems Center for Excellence.

The Office of Management and Enterprise Services will build and maintain the Center for Excellence, which will be located within the Oklahoma State Bureau of Investigation's Forensic Science Center in Edmond.

The unique center will accommodate the specialized information technology needs of law enforcement and the importance of its data in meeting missions. It will enhance collaboration, efficiency and effectiveness.

Large to Small: Improved by Reduction

May 2016

Working together, the team did something for which state government doesn't always get credit. It simultaneously made things smaller and more efficient.

In continuing IT consolidation efforts, the Office of Management and Enterprise Services partnered with the Department of Human Services over Memorial Day weekend to migrate 55 critical data systems that were housed in the DHS data center.

Before the move, the systems took up 8,222 square feet at the DHS data center. Through virtualization, the space was reduced to seven racks plus the mainframe, totaling approximately 100 square feet at the OMES Data Center, a white space footprint reduction of nearly 99 percent.

"The DHS equipment move is a historic event as it entailed moving data center equipment for the largest agency in the state over a three-day weekend," said Sarjoo Shah, DHS executive sponsor of eligibility and insurance for OMES. "This is a testament to the planning and efforts of a very large team with many moving parts."

The move involved the combined efforts of over 100 people from OMES and DHS. Employees loaded and unloaded equipment from trucks, shut down and reinstalled server and communications equipment, and worked through technical and user validation issues.

Many employees worked 16-hour days over the holiday weekend.

Before the move, 49 issues were reported. By the time the move was complete and everything was back online Tuesday, May 31, all those issues were resolved.

"I can't say enough good things about the OMES team's work on the server move in conjunction with DHS staff over the Memorial Day weekend," said DHS Chief Financial Officer David Ligon. "Communication between the two staffs was terrific and on the day after Memorial Day, DHS's IT system was up and running without a hitch in service."

FY 17 – 110 Agencies Unified

712.5 IS FTE as of 6/30/2017.

264 agency-specific and statewide projects completed.

262 Agency-specific and statewide enhancements completed.

270,816 service/support requests completed.

89 percent responded on-time, 91 percent resolved on-time.

380.09 cases per capita.

91 percent customer satisfaction.

Updated Technology Services Rate Model

July 2016

OMES provided an updated rate model for IT Services for our partner agencies in July 2016. A rate structure provides services in categories of tech essentials, tech plus, tech projects and tech maintenance. Communications included an online portal with service rate structure outlined for each agency, agency roundtable presentations and in-depth, one-on-one meetings between state agency leadership and OMES. Service rates are central to creating long-term value and delivering quality, cost effective and secure services for our partner agencies. The transparency in the new rate structure allows agencies to make more informed decisions regarding technology spending.

Wi-Fi and Broadband Service for Oklahoma Students

September 2016

The Oklahoma Connect and Learn Initiative strives for Wi-Fi in every classroom and affordable high-speed broadband service for students statewide. Launched by Gov. Fallin in September 2016, OMES partnered with state, national and local organizations to improve the capacity and affordability of fiber-optic connections for schools. The Department of Education and OMES, as the technology support team, aim to meet the federal standards for bandwidth of one megabit per second per student that only 3 percent of Oklahoma districts now have. OMES can provide improved network infrastructure and offer better pricing for Oklahoma's K-12 school districts. Digital learning has the power to transform K-12 education in Oklahoma.

OMES joins multifaceted Connect and Learn partnership to provide broadband and Wi-Fi to all Oklahoma students.

"The initiative is a voluntary program that works with schools to use existing funding efficiently and effectively to maximize opportunities to provide high-speed broadband and Wi-Fi access to student across Oklahoma," Fallin said. "The technology also creates digital learning opportunities so that every student may have a personalized learning plan that may include upper level math and science classes and concurrent enrollment classes."

The National Governors Association Center for Best Practices and EducationSuperHighway, the nation's leading nonprofit focused on upgrading Internet access in every public school in America, are providing technical assistance to the state.

The state Connect and Learn team includes the governor's office, Oklahoma Corporation Commission, local schools, the Department of Education and OMES.

For OMES, it's a chance to provide for students and Oklahoma's future, and showcase the power of unified technology services.

"We are the tech support of the Department of Education, and we're playing the appropriate leadership role with them," OMES Director of Technology Services Dustin Crossfield said.

"State technology unification has allowed us to build this statewide team," Crossfield said. "Where it would have been smaller scale in the past, now it's a larger team and we have more purchasing power."

Because of the statewide information technology unification project, OMES has been able to contract with more vendors at better rates. Put simply, the more bulk you buy the better rate you get. When it comes to helping schools, OMES can leverage those of economies of scale to get better packages with preferred vendors for schools.

That ability to provide more bandwidth at a cheaper rate is important when trying to establish fiber optic cable connections to the 20 percent of Oklahoma schools now lacking such connections. It's also important when trying to meet the federal standard of 1 megabit per second bandwidth per student that only 3 percent of Oklahoma districts now meet.

The goal is to build out the broadband connections and Wi-Fi networks so that schools are paying less than $3 per megabit per second for their broadband connections.

Each organization on the Connect and Learn team has specific sets of responsibilities. Gov. Fallin will provide the leadership. OMES has already completed an analysis of schools without fiber and is in the process of determining options and needs for schools to meet the broadband standard to establish Wi-Fi in the classrooms. OMES will also set up a transparency portal to make progress easily trackable by parents, school officials, service providers and state leaders.

The Department of Education and EducationSuperHighway will reach out to local broadband providers and schools to discuss options and create partnerships.

"At EducationSuperHighway, we have one mission: get more students online at speeds that can support digital learning," the nonprofit's CEO Evan Marwell said in a news release. "In our modern educational environment that is imperative to ensuring students can truly access the tools and resources they need to learn and grow.

No student should ever miss out on an educational opportunity because of where they go to school. That's no fair to them, and it's not how we will build the strong and vibrant economy we need in the years ahead."

OMES is proud to play a tech support role in such an important initiative, Oklahoma Chief Information Officer Bo Reese said.

"Digital learning has the power to transform K-12 education in the State of Oklahoma," he said. "We can make it more efficient, personalize education paths, increase course availability and prepare students for the technology enabled workforce. Adequate broadband connections are the foundation on which all digital learning is built."

Connecting Rangers with Better Resources

October 2016

Until recently, if an Oklahoma state park ranger wanted to try and connect cases across multiple state parks, they would sift through paper reports and files at a station to connect people to incidents. Files and information rangers recorded wasn't automated.

Now that same information is available with just a few clicks and keystrokes while staying on scene after the Office of Management and Enterprise Services helped connect rangers to the Oklahoma State Bureau of Investigation's Offender Data Information System.

"With ODIS, information for every incident is stored on one database, and rangers are able to see incidents going on in other parks," Chief Ranger Don Blake said. "Violations which were singular incidents before now follow the person from park to park and allow for better policing of the parks."

The in-vehicle mounted devices have allowed the rangers to collaborate in real time with other law enforcement agencies and have instant access to recorded incidents stored on the ODIS database, Blake said.

When Ben Gherezgiher, director of public safety and defense information technology at OMES, learned of the need, he helped mobilize a team that sprang into action to link rangers to ODIS.

The system, which is housed with the Oklahoma State Bureau of Investigation, is a comprehensive law enforcement and municipal court records management application that provides a cost-effective method to meet the increasing demands for immediate and accurate information.

As of January 2017, 193 law enforcement agencies throughout Oklahoma, including park rangers, are connected to the ODIS network and sharing information on daily basis. An OMES information technology team is embedded at OSBI and manages the application.

The ODIS functionality includes missing and runaway persons' lists; criminal history reports and current warrants; field interview reports; auto accident reports; citation reports that include tracking of court proceedings; and jail management capability from booking to release, time-credit calculations, visitors logs, medical visits and transportation logs.

"Park rangers needed something like this because, in Oklahoma parks, they get in touch with all types of folks and they didn't have any way of recording that intelligence or checking prior history," Gherezgiher said. "The key here is the visibility. We don't always think of park rangers as being on the first line, but they are."

Gherezgiher said it was early March 2016 when his team learned of the rangers' needs when patrolling Oklahoma's 32 state parks. OMES, OSBI and park rangers, who are an arm of the Oklahoma Tourism and Recreation Department, spun up a pilot program and did a quick training on how to use the system and report incidents. It was an immediate success and all involved agreed to move forward.

OMES worked quickly to field test and purchase tablets for rangers to link into ODIS. A secure server was activated and rangers could begin sharing data with other law enforcement agencies. In all, it took just a few months to get everything up and running, Gherezgiher said.

"We were able to quickly bring the solution to them," he said. "We knew it could make a difference because in the law enforcement business, rangers can be the eyes and ears in our parks."

Rangers started implementing the system in mid-December, Blake said, and Dell tablets with Havis in-

vehicle mounts were installed in 50 vehicles.

In addition to the project with the rangers, OMES staff at OSBI has recently finished an update of ODIS that improves usability, Gherezgiher said. "We just completed a major re-engineering effort on it, with significant functional improvements requested by the participating law enforcement users."

OMES efforts with OSBI and other law enforcement groups are part of a bigger strategy to enhance collaboration, efficiency and effectiveness while securing law enforcement data. The Criminal Justice Information Systems Center for Excellence is being built and managed by OMES. It will be located within the OSBI's Forensic Science Center in Edmond. The unique center is an effort by OMES and the state's public safety and security cabinet to accommodate the specialized information technology needs of law enforcement and the importance of its data in meeting missions.

"It's an opportunity to provide them better service overall at a better cost," Oklahoma Chief Information Officer Bo Reese said. "We have a great opportunity in front of us to collaborate and aid Oklahoma's law enforcement groups."

Updating the Phones

October 2016

View the video at https://www.youtube.com/watch?v=gpfG5mcPGVk&feature=youtu.be.

OMES updating core voice services of roughly 16,000 phones across more than 100 offices in over 60 state agencies.

Part of the phone updates included the retirement of the aged system previously located in the basement of the state Capitol. The SL-100 was a behemoth of a digital-switching system, occupying a large chunk of real estate slated to be incorporated into new plans with the Capitol Restoration. The new system takes up just a fraction of the space.

Phase two of the Unified Communications project kicked off in February 2017. This phase includes approximately 5,000 new phones placed within 53 agencies and six call centers spread across 93 locations statewide.

Failure to Success: Nursing Board Turnaround

January 2017

The news wasn't good. There was no way to sugarcoat the audit. It was bad.

Two years later, it was just the opposite.

When the state auditor and inspector released his agency's judgment in September 2013 on the Oklahoma Board of Nursing's voluntary consolidation of its information technology with OMES, it wasn't good.

"Our objective examination suggests that if OMES ISD was a private vendor, the substandard service level provided to OBN quite possibly would result in termination of the IT service agreement. If the Board and agency management opt to continue the agreement, the responsibility to correct service quality deficiencies clearly rests with OMES ISD."

It was a stinging rebuke.

It was an obvious call to action.

And it was answered.

"From that audit until now, it's just been a 180-degree turnaround," nursing board Executive Director Kim Glazier said.

"The whole OMES team was involved in taking the steps to address the auditor's concerns," she said. "Working with OMES on the action plan they developed has been a very positive experience."

Improved Audit

- In January, State Auditor and Inspector Gary A. Jones released a follow-up audit concluding that all issues had been addressed and identifying five key improvements.

- Network uptime and Internet connectivity for nursing board staff improved dramatically. Access problems decreased from 21.5 percent to 7.5 percent of working days.

- Service Desk response and resolution times improved — late responses declined by 69 percent, and late resolutions decreased by 42.8 percent.

- OMES implemented security provisions to ensure employees are not granted inappropriate access to documents.

- OMES updated the nursing board's disaster recovery plan and IT-related policies and procedures.

- OMES and the nursing board's management discussions and expectations are adequately documented in written agreements.

"We saw the first audit and we got to work," Oklahoma Chief Information Officer Bo Reese said. "We learned from our failures, and what we have now is a workable system in place that benefits the Oklahoma Board of Nursing and the citizens of Oklahoma."

More Success

Recently, OMES has also helped the nursing board with computer security and upgrades to meet the requirements for implementing the federal criminal background and fingerprint process.

"They certainly did well within our agency," Glazier said. "They helped set up a stand-alone computer that meets all federal requirements."

The effort was led by Oklahoma Chief Information Security Officer and Cyber Command Director Mark Gower and his Cyber Command team at OMES.

"Mark was always available," Glazier said. "They immediately responded and assisted us. It was a very positive result and a very positive (federal) audit."

Glazier added that OMES has been "responsible and professional" while working on all the nursing board projects.

"They made the process enjoyable because we don't like to work with computers. We're not technical computer people," she said. "They took the angst away."

The 'Power' of IT Unification

April 2017

OKLAHOMA CITY — Strong storms toppled trees and knocked out power at the Capitol during April's storm last weekend but didn't shut down the security of and

access to important data housed with OMES at its Data Center.

Thanks to a plan that includes using up to four 1,450-horsepower generators cranking out 1,000 kilowatts of power, the systems remained go at the data center. The data flowing through servers connected with more than 100 state agencies remained safe and accessible.

"The storms demonstrated another success of IT unification, keeping the state online during a power outage," said Secretary of Finance, Administration and Information Technology Preston L. Doerflinger, who serves as director of OMES.

"While storm damage is never a good thing, it did show that the emergency systems we've put in place worked to secure and keep the state's data accessible during an outage," he said. "If agencies haven't unified their IT with OMES yet, this just showed one more advantage of doing so."

When the power went out around the Capitol over the weekend, it was hardly noticeable at the OMES Data Center, where generators kicked into gear and kept the state online.

"There was enough fuel on hand to keep the power on for up to eight days," said Oklahoma Chief Information Officer Bo Reese. "This is an important aspect of IT unification. This building and our backup systems allow another layer of protection during an emergency situation."

The generators can fire and produce maximum power in seconds if there is an electrical issue. Servers at the OMES Data Center are housed in a secure environment, data is backed up off site in a secure location, and the critical functions of the building are built to withstand winds of up to 200 mph.

"Having these types of protections and redundancies in place is an important part of IT unification," Reese said. "The storm over the weekend proved a successful test of our systems."

Unification, legislatively mandated by HB 1304 in 2011, partners agencies with OMES to streamline and consolidate IT efforts. By the end of fiscal year 2017, 78 mandated agencies, and more than 30 voluntary

(non-appropriated) state agencies, will have been brought under one IT umbrella at an estimated reduced spending and projected savings of about $283 million.

Other successes of unification include an increased ability to protect the state's unified networks and systems as a whole against cyberattacks; increased purchasing power that saved the state about $46 million in FY 16; and quicker response times and less system downtime with 24/7 monitoring that can spot problems in their infancy, sometimes before an agency even knows they have a problem.

More information on the generators can be found at https://www.ok.gov/cio/documents/PowerUp.pdf.

Updated Workstation Standards

April 2017

OMES updated the state standards for workstations to better meet the needs of the modern workforce and adjusted the acquisition process in order to comply with the requirements of the IT Consolidation and Coordination Act.

OMES collaborated with industry leaders to provide competitive leasing options for new state standards for desktops, laptops and tablets. The leasing program provides simplified budgeting, updated technology, updated warranties and a streamlined installation/ removal process.

In the first six months of its implementation, the PC Acquisition standard has realized over $500,000 in cost avoidance for agencies adhering to the standard. To date, Oklahoma has leased over 15,000 workstation assets.

CIO in Washington

June 2017

WASHINGTON — Duplicative and inconsistent federal regulations can hinder efforts to unify states' information technology, save taxpayers' money and secure citizens' data, Oklahoma Chief Information Officer Bo Reese testified on June 21 before the U.S. Senate Homeland Security and Governmental Affairs Committee.

"Over the past five years, (OMES has) reduced

these redundancies, made large strides to unifying technology, and completed consolidation of 76 of the 78 mandated state agencies and more than 30 voluntary agencies," said Reese, who leads the Information Services division for the Office of Management and Enterprise Services.

Oklahoma's IT unification has also created a robust cybersecurity program, Oklahoma Cyber Command, Reese said. In 2016, Cyber Command successfully responded to about 32,000 cases of unique malware, about 750 instances of malicious activity and nearly 400 occasions of unauthorized access.

"We appreciate efforts by the federal government to secure and protect sensitive citizen information because we also share that responsibility at the state level," Reese said. "But we must accomplish our shared goal without overly burdening state governments, ensuring that we are delivering government services to citizens in the most efficient and cost-effective manner."

Reese, who also serves as vice president of the National Association of State Chief Information Officers, was invited to testify at the hearing, "Cybersecurity Regulation Harmonization," to give an overview on how federal data security regulations impact the work of CIOs to introduce efficiencies and generate savings.

"State CIOs and chief information security officers must comb through thousands of pages of federal regulations to ensure that states are in compliance with rules from our federal partners," he said. "Even though many federal regulations are similar in nature, in that they aim to protect high-risk information, they are mostly duplicative but have minor differences which can obscure the goal of IT consolidation, the whole point of which is to streamline IT applications and simplify the enterprise IT environment to produce savings for taxpayers."

In his testimony, Reese brought attention to several federal cybersecurity regulations that pose obstacles for state IT unification and risk-based cybersecurity investments. Examples included differences in IRS and FBI regulations on what to include in passwords and how long to keep them.

Reese also called on federal regulatory agencies to normalize the federal cybersecurity compliance

audit process, which encourages states to make counterproductive compliance investments instead of ones based on risk.

"This approach is problematic for state government cybersecurity because it encourages state CIOs to make check-the-box compliance investments instead of ones based on risk, which is the more secure approach to managing sensitive data."

Reese's full testimony and a recording of the hearing can be found on the U.S. Senate Homeland Security and Governmental Affairs Committee website at **https://www.hsgac.senate.gov/hearings/cybersecurity-regulation-harmonization**.

OMES as a "Team of Teams"

June 2017

Strategies employed by the Office of Management and Enterprise Services to unify the state's information technology under one umbrella are highlighted in an important new book on organizational leadership, "One Mission: How Leaders Build a Team of Teams," by bestselling author Chris Fussell.

"One Mission" is a follow-up to the New York Times bestseller "Team of Teams: New Rules of Engagement for a Complex World" authored by Gen. Stanley McChrystal with Fussell. In "Team of Teams," McChrystal and Fussell articulate concepts used by the Joint Special Operations Command in Iraq and Afghanistan to create a more adaptable and effective team.

"One Mission" presents OMES as a case study in how to successfully apply these concepts to one of the most complex projects in state history: the State of Oklahoma's unification of IT assets.

A critical tool employed by OMES from "Team of Teams" is the use of a daily video teleconference accessible across the entire organization.

Typically running 20-40 minutes, the daily call focuses on current issues, what the organization needs to accomplish before the next touch point and what new intelligence has been uncovered since the last touch point. It is an effective means to focus the state's IT resources on specific outcomes and empower team members to achieve desirable results as quickly as

possible. This tool has allowed OMES to become more efficient and pass cost savings back to the agencies we serve, while maintaining, and in many cases improving, service levels.

Improving Network Connectivity Across State Agencies

June 2017

Oklahoma updated its network infrastructure to allow for modern technology use, such as Voice Over Internet Protocol phone systems, video conferencing and more. Teams worked long hours to complete the upgrade in time for implementation of our new phone and email solutions. The updated network infrastructure increased the Oklahoma Department of Human Services bandwidth by 220 percent. Updating our network infrastructure to meet technology demand is a constant evolution that OMES strives to keep up with for our agency partners.

Q1 FY 18 – 110 Agencies Unified

717 IS FTE as of 9/30/2017.

94 agency-specific and statewide projects completed.

147 agency-specific and statewide enhancements completed.

95,540 service/support requests completed.

93 percent responded on-time, 97 percent resolved on-time.

533.00 cases per capita (estimated).

93 percent customer satisfaction.

One Mission – Oklahoma Book Launch

August 2017

View the video at **https://www.youtube.com/watch?v=_Ikz16UTxx0&feature=youtu.be**.

Governor Mary Fallin and State Chief Information Officer Bo Reese welcomed New York Times bestselling author, Chris Fussell for the Oklahoma launch of "One Mission: How Leaders Build a Team of Teams". In his latest book, Fussell highlights the strategies employed

by OMES to unify the state's information technology under one umbrella.

Projects.ok.gov

September 2017

View the video at https://youtu.be/SnpDy9fBIUY.

Projects.ok.gov is a service provided to Oklahomans and the State of Oklahoma vendor community to access information about information technology projects resulting in expenditures in excess of $100,000.00.

It is a simple way to explore Oklahoma's current IT projects and future opportunities on one website.

Information is provided by the OMES project management office, which oversees IT projects within the organization and standardizes the management process.

Projects.ok.gov was created as part of House Bill 1086, the Oklahoma State Government IT Project Monitoring

and Transparency Initiative, enacted in 2011 and codified at 62 O.S. § 34.11.8.

Innovate Oklahoma

September 2017

View the video at https://youtu.be/k7IEHk-D4q4.

Citizens, government and technology collide to solve state government challenges by finding innovative ways to leverage technology and support the tech startup sector in our state. Anyone can issue a challenge to be solved with technology and Oklahoma's technologists and entrepreneurs respond. Through partnerships with OCAST, i2E and OMES, these great ideas can be turned into winning new startup companies that have the ability to reshape how state government works while growing new businesses that provide high tech jobs.

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Innovate.ok.gov

Innovate Oklahoma - Creating the Silicon Prairie

"Oklahoma is on its way to becoming the silicon prairie of the Heartland," said Gov. Mary Fallin as she announced the Innovate Oklahoma program, a new technology initiative between the Office of Management and Enterprise Services and the Oklahoma Center for the Advancement of Science and Technology.

Innovate Oklahoma leads innovation in our state with the following goals:

- Build strong partnerships between OMES, OCAST and other state entities to modernize state government.

- Encourage innovation by creating meaningful interaction for engagement and feedback.

- Grow the state's economy by encouraging and supporting the startup technology community.

The initiative will allow custom technology applications to be developed to directly meet the needs of the state departments and agencies, leading to innovation and efficiency in government.

The Innovate Oklahoma website gives citizens the opportunity to submit a challenge or problem they would like to have solved with an application solution. From there, the submission becomes a foundation block to launch a community-led, collaborative environment that uses technology to improve Oklahoma's government services.

The website is the first project created through Innovate Oklahoma. Tapzot, LLC, formed by local technologists, met the challenge of building the software behind the innovation portal at innovate.ok.gov. Tapzot, LLC has moved on to its second portal customer, Massachusetts Institute of Technology (MIT).

Innovate Oklahoma is the first of its kind in the nation and OMES is proud to be breaking new ground and

finding solutions to the challenges state agencies face.

Why Innovate?

Approximately 87 percent of the United States adult population has a mobile phone.[1] The shift in how citizens access services demands a shift in how state government offers services. A successful example is the business of personal banking, which has moved to offering most of their core services online.

Similar to online personal banking, state government can also make a shift to greater online service offerings. Citizens can help by evaluating how they interact with state government and providing ideas to the Innovate Oklahoma portal.

Modernizing state government not only improves delivery of services for citizens, but it can also reduce cost and produce greater efficiency. Oklahoma state government unified 110 state agencies at a reduced spend and projected savings of over $372 million.

Besides modernizing government services, Innovation is also a principal driver of economic growth. In 2016, the United States spent an estimated $514 billion on research and development.[2] Unfortunately, Oklahoma is ranked 47th in the nation in its level of innovation among other states, according to a recent research study.[3]

This is not a surprise, as the amount of technology jobs and companies in Oklahoma is lacking when compared to other states. With Innovate Oklahoma, the technology economy is brought to the forefront with a main goal of fostering and growing the tech startup community.

How does this work?

OMES and OCAST will lead the initiative and partner with other non-profits to inform and engage the local technology community and startup companies in providing solutions. Oklahoma currently spends $170 million annually on technology professional services and application support. As we move off legacy technologies, there is an opportunity to look at innovative solutions created by innovation projects. This gives an opportunity for local technology startup companies to collaborate on state government challenges.

Innovate Oklahoma helps to create a niche market of innovative jobs, and can improve the quality of technology workforce inside Oklahoma. The silicon prairie can develop

coders, programmers, innovators and entrepreneurs through new companies and startups. Growing Oklahoma's tech economy will help keep local talent, as well as recruit talent from outside our state.

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3-Top 10 Worst and Best Innovative States
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4 > Projects.ok.gov

Shaping Technology Strategy with the Vendor Community

The IT Project Monitoring and Transparency Initiative was created to share Oklahoma's current technology projects and future technology opportunities with citizens, vendors and other stakeholders on a one-stop website, **projects.ok.gov**.

The Office of Management and Enterprise Services created the website to help meet **House Bill 1086**. The OMES Information Services project management office, which monitors all state IT projects, posts information on each project resulting in expenditures in excess of $100,000, including a description, status and forecast cost.

In addition to projects, individual agency opportunity maps comprised of IT goals, timelines and objectives over the next three to five years are also stored on the website. The opportunity maps provide insight into Oklahoma state agencies' plans for future technology projects.

OMES launched the website and announced the initiative in October. Matt Singleton, OMES IS Chief Operations and Accountability Officer, discussed the benefits of the new website at a conference attended by state chief information officers across the nation.

"Providing technology opportunity maps to vendors is a necessary next step to transform state government and improve business processes," said Singleton. "Offering early insight to the vendor community was an impressive idea to CIOs attending the conference and some may try to implement a similar program in their state."

To gain more insight, OMES will be holding quarterly webinar reviews with the Oklahoma vendor community. The online meetings will provide:

- An overview of upcoming technology projects and roadmaps.
- Collaboration among industry partners for upcoming technology projects.
- An open forum for question-and-answer session.

Acting as a platform for collaboration and discussion, **projects.ok.gov** is a new way of working with our partner agencies and vendor community to transform state government in Oklahoma. Strategic planning around large, critical technology investments will help build long-term value and growth for our customers and the citizens they serve.

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A Deeper Look at One Mission at Work

A Deeper Look at One Mission at Work

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https://www.linkedin.com/pulse/deeper-look-one-mission-work-christopher-fussell/

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Co-Author, New York Times Bestseller, "Team of Teams: New Rules of Engagement for a Complex World"

I am not a fan of incomplete statistics. It's a caution one develops in the military, especially a military at war. Statistics about combat operations, resource readiness, budget requests, and a host of other critical areas are (not unlike industry, politics, or any other complex space) too often reported as one-sided data. But knowing that four of six helicopters are mission ready isn't helpful information unless everyone can contextualize that information against how many helicopters are required to accomplish the mission. Data is an amazing tool, but it can also make us collectively lazy.

That's one of the many reasons I had immediate and great respect for Matt Singleton and his team at the state of Oklahoma's Office of Management and Enterprise Services (OMES). In November of 2015, Matt asked to connect via LinkedIn, and gave a bit of his story. He'd read our previous book, *Team of Teams: New Rules of Engagement for a Complex World*, and was applying several of the concepts to his work with the

state's IT systems. They were working toward state-wide consolidation of IT services of, then, 88 agencies (the number would grow to over 100) and Bo Reese, the State CIO, and Matt were applying the communication and decision-making processes that had worked within our global special operations task force to his own fast-moving and highly complex problem.

The relationship continued, and being an exceptional team of IT professionals, incomplete statistics were not an issue. As my co-writer, Charlie Goodyear, and I set out to write *One Mission: How Leaders Build a Team of Teams*, a regular flow of truly impressive data from Oklahoma steadily reached our inboxes. OMES was leveraging a daily synchronization call, pulling in hundreds of teammates from around the state, and accelerating their goals on multiple fronts. Carissa Terry, the controller of this forum, diligently captured metrics to gauge the success of the effort.

Moving faster, saving money, improving performance—wherever Charlie and I looked, we saw the power of what OMES was accomplishing. Before long, the question was obvious: would this team consider being a case study in One Mission? To our relief, the state agency was given permission and the results of OMES's hard work are now a matter of public record.

At the time of writing, their work was underway and progressing very well. But after the release of One Mission, the state's leadership kindly suggested a press conference to highlight the impressive results to others that might benefit. OMES has overseen the IT integration of 110 state agencies, and driven state-wide savings of over $325 million. The rapid and transparent communication model put in place by OMES has returned money to state agencies and improved service levels to their customer base. Despite a 52 percent increase in workload, the team has also seen a 25 percent increase in infrastructure projects completed within budget and a 33 percent improvement in

applications projects completed within budget and while moving faster, they've seen a decrease in priority 1 IT incidents (most serious) from 17 percent to 8 percent of all cases. Throughout this transformation, customer satisfaction has remained a steady 95 percent.

Last week, Oklahoma Governor Mary Fallin took a moment to highlight the excellent work of OMES and they were gracious enough to invite me to the event. The well-earned credit goes to Matt Singleton, Bo Reese, Carissa Terry, and the whole team at OMES, as well as the many Oklahomans who contributed to this effort.

Moving faster, saving money, and improving performance isn't a matter of chance in today's world. It requires a focused willingness to adapt to the realities of the information, leaders who are willing to forgo the norms of the org-chart, and an organizational model that can keep pace with change in the modern world. Congrats to Matt and the OMES team for accomplishing just that!
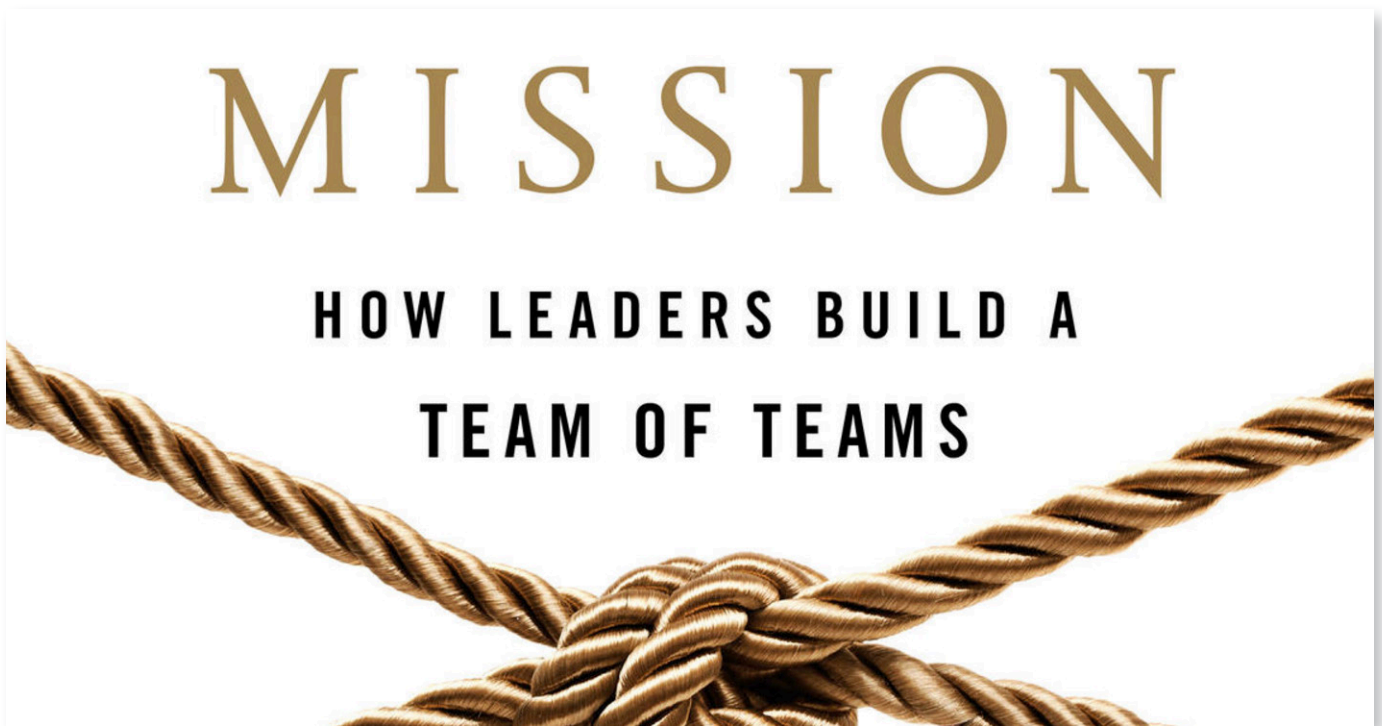
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CIO Elected President

State CIO elected president of national organization

State Chief Information Officer (CIO) Bo Reese was elected by his peers to be President of the National Association of State Chief Information Officers (NASCIO) executive committee for 2018. Reese serves as CIO for the State of Oklahoma as administrator of the Office of Management and Enterprise Services (OMES) Information Services division.

"Bo has continually demonstrated his leadership in overseeing the state's technology and data," said Governor Mary Fallin. "To date, OMES, under Bo's leadership, has saved the state $328 million through statewide IT consolidation. I have no doubt he will provide NASCIO with the same thoughtful and driven

leadership that he has provided for the State of Oklahoma."

The organization was founded in 1969. Doug Robinson, who serves as Executive Director of NASCIO, recently visited Oklahoma and spoke with state legislators about NASCIO and the role Bo has taken on. "NASCIO has been a great resource in providing a leading voice for government leaders across the nation," Robinson said. "Bo will be a valuable asset for NASCIO over the coming year in providing his leadership to the challenging role state CIOs face."

As president, Reese will lead NASCIO's executive board in promoting the adoption of information technology best practices and innovations for state governments.

"Like many states, Oklahoma has the challenges of being a central IT organization inside the broad and diverse enterprise of state government," Reese said. "NASCIO assembles a community of professionals with invaluable experience and facilitates the exchange of innovative ideas and solutions which empowers members to find success. I am thrilled to be serving this organization and its members."

Under Reese's leadership, OMES has promoted the state's usage of cloud technology, launched the tech initiative Innovate Oklahoma, and served as an example for the nation in training and educating employees on potential cyber threats to government resources.