



# AGENCY OF DIGITAL SERVICES TRANSITION

PROJECT STATUS

JOHN QUINN, SECRETARY & CIO

# Agency of Digital Services Timeline

Calendar Year 2017

Calendar Year 2018

Calendar Year 2019

Improve Procurement April 2017 – December 2018

IT Spending April 2017 – October 2019

Communication May 2017 – June 2018

IT Governance May 2017 – Sept. 2018

Improve Resource Utilization May 2017 – Dec 2018

Statute Updates July 2017 – July 2018

Improve Project Management September 2017 – December 2019

# IMPROVE PROCUREMENT

- ✓ Established a Procurement Advisory Team
- ✓ Consolidated repository of contracts and have begun leveraging existing contracts
- ✓ Implemented standardized vendor response form
- ✓ Established procurement metrics
- ✓ Aided in Bulletin 3.5 adjustments

## MILESTONE / SUCCESS CRITERIA

Identify any positions required to work with business areas to ensure Vendor/Contractor compliance with SOV IT Standards (i.e. Vendor Manager/Contract Manager).

83%

Identify and/or develop the guidelines that support results based accountability within contracts.

90%

Establish processes in coordination with IT Governance, to avoid solution redundancies and overlaps, and leverage purchase savings (i.e. shared licensing across departments/agencies).

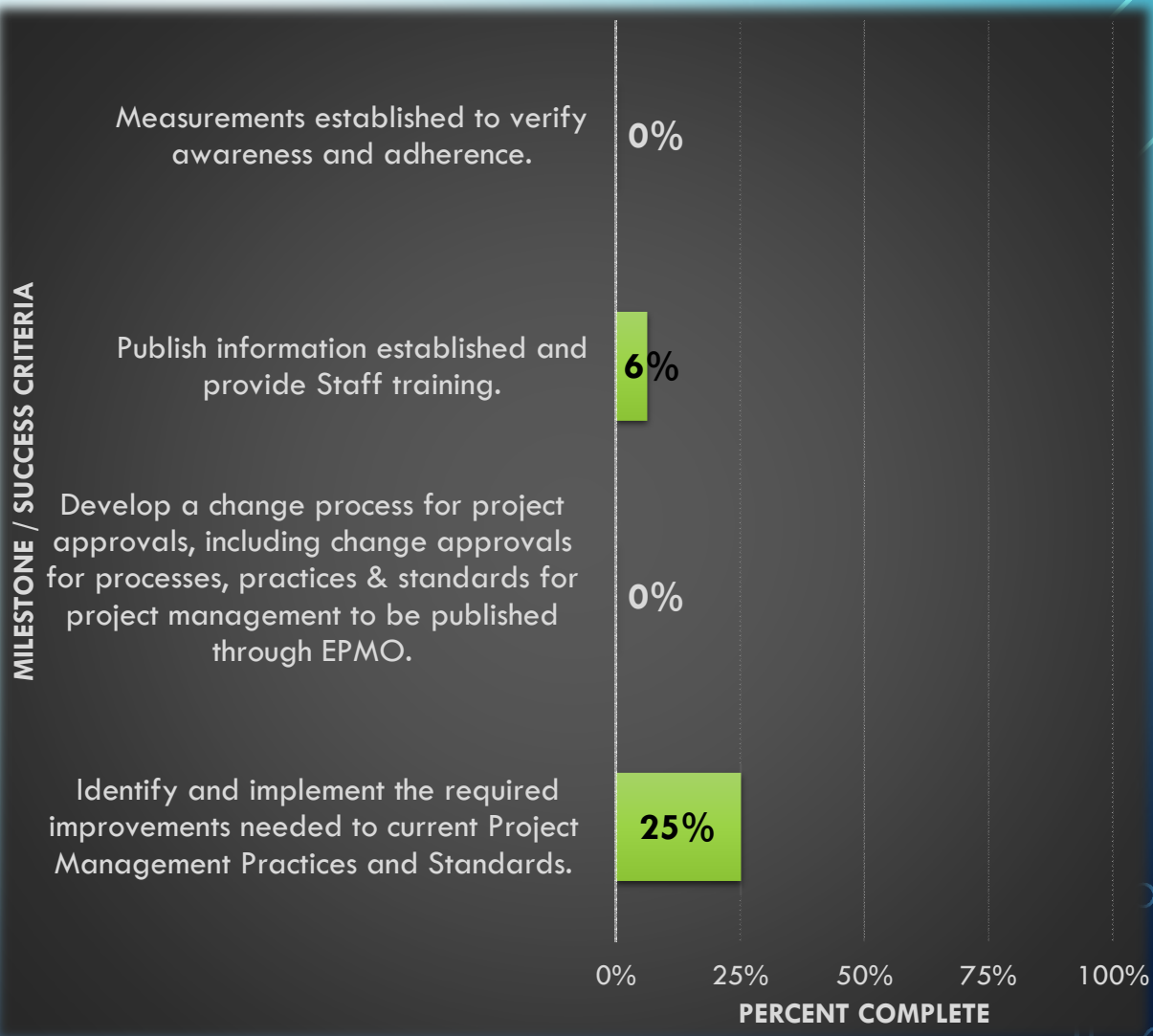
46%

0% 25% 50% 75% 100%

PERCENT COMPLETE

# IMPROVE PROJECT MANAGEMENT PRACTICES

- ✓ Hired Enterprise Project Management Office Director.
- ✓ Created a Project Management Improvement Leadership Team to define Project Management Office best practices.
- ✓ Selected a Project Portfolio Management tool.
- ✓ Began identifying staff training needs.





# IMPROVE COMMUNICATIONS

- ✓ Created and published a public agency website
- ✓ Nearly completed publishing an employee intranet site
- ✓ Established baseline service metrics

## MILESTONE / SUCCESS CRITERIA

Updated and/or new Service Level Agreements (SLA) and/or Memorandums of Understanding (MOU) as required in support of relationship between ADS and business areas.

4%

Establish required metrics, associated measurement approaches, and timeframes to periodically evaluate service delivery.

27%

Establish ADS Web site (both temporary site and new long term site)

99%

Develop and implement a Stakeholder approved Organizational Change Management Plan to help facilitate the transition and reorganization.

67%

0% 25% 50% 75% 100%

PERCENT COMPLETE

# IT GOVERNANCE

- ✓ Identified ADS customers and governance areas
- ✓ Established the Partner Advisory Committee (PAC) to foster collaboration with the business
- ✓ Established a Change Advisory Board (CAB) for the Shared Services Division

## MILESTONE / SUCCESS CRITERIA

Publish information established and provide Staff training.

32%

Establish processes and policies required to evaluate and approve IT work (purchases, projects, opportunities) at both the Agency and Statewide levels.

51%

Establish the appropriate models, processes and policies required (including roles and responsibilities) for multi-tiered IT governance and facilitation of IT related decision making (issue resolution, spending approvals, obtaining resources, etc.).

14%

Staff the multi-tiered governance models, identifying assigned staff at all levels and in all applicable groups.

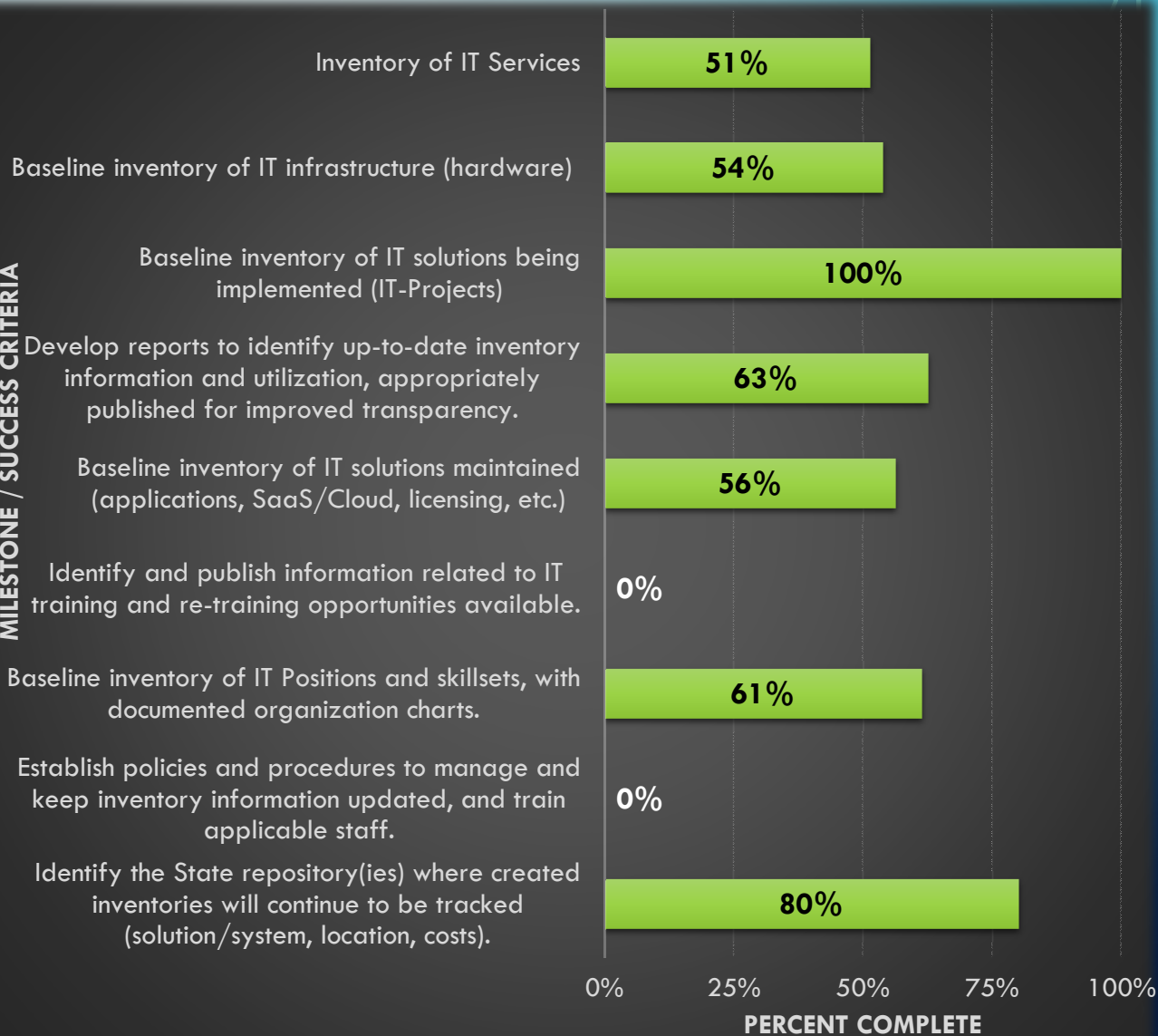
80%

0% 25% 50% 75% 100%  
PERCENT COMPLETE

# RESOURCE UTILIZATION

- ✓ Established initial repository of inventories
- ✓ Obtained initial IT project, software, staff and services inventories
- ✓ Created an employee skillset survey
- ✓ Established organizational charts for the Agency and Divisions
- ✓ Reorganized divisions to support efficiency changes needed

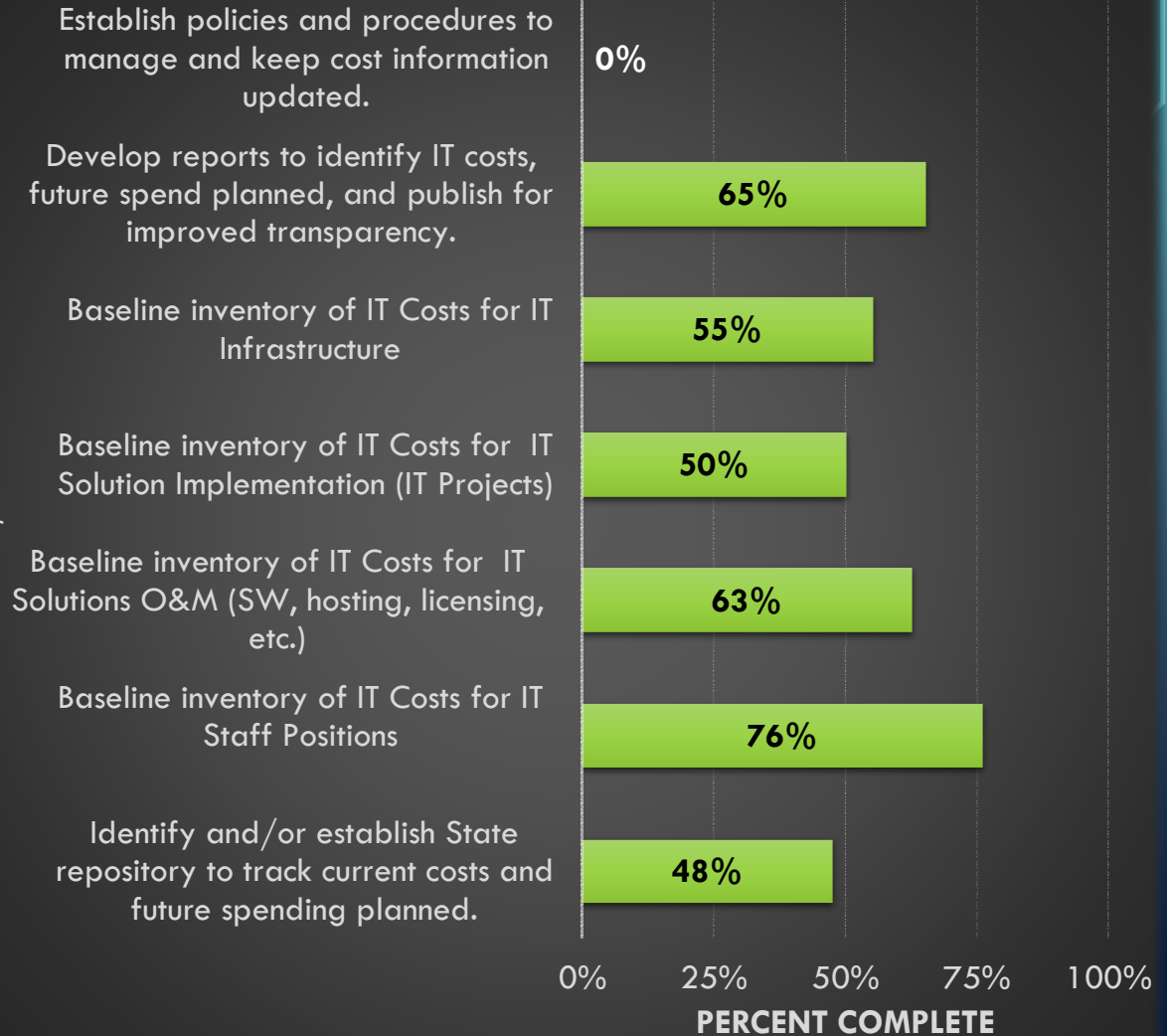
## MILESTONE / SUCCESS CRITERIA



# IT SPENDING

- ✓ Established an initial savings and cost avoidance of \$2m
- ✓ Identified ADS staff positions
- ✓ Established the framework for reporting IT spend and reconciled the information with VISION records

## MILESTONE / SUCCESS CRITERIA





# STATUTE UPDATES

- ✓ Identified immediate & future statute changes needed
- ✓ Provided the summary of changes to Secretary & Deputy Secretary of ADS

