



Joint Legislative Oversight Committee on Information Technology

Chris Estes | North Carolina Office of Information Technology | April 3, 2014

Agenda

- Infrastructure Improvements – Jeff King
- E-forms and Digital Signatures – Jeff King
- Government Data Analytics Center (GDAC) – Kay Meyer
- Enterprise Resource Planning (ERP) – Chris Estes
- IT Reserve Fund – Chris Estes
- Digital Commons – Chris Estes

Infrastructure Improvements

Jeff King



Infrastructure Improvements

Operational efforts to improve services and reduce costs

- Networking - Raleigh Metropolitan Area High Speed Fiber Network
 - Established a high speed fiber connection between DOA building and the EDC
- Server virtualization – Saving \$88,000 over 4 years with potential agency savings of greater than \$1 million
- Telephony - SIP Trunking
 - Technology improvement that converges voice traffic onto the WAN – generates numerous cost savings opportunities:
 - Avoidance of future hardware purchases (gateways, phone systems)
 - Enables Unified Communications – convergence of voice, video, email, SMS text and data
 - Reduces long distance charges by moving calls onto the network
- Hardware – Purchase of 850 refurbished phones saved the state \$69,546

Infrastructure Improvements

Operational efforts to improve services and reduce costs

- Software – Consumption based licensing

Realized \$3,000,000 in cost savings and efficiencies in 2013 by moving toward consumption-based “pay for what we use” licensing agreements.

- Maintenance – x86 server hardware environment

Bid and award of maintenance contract for our x86 distributed computing environment resulted in savings of \$448,000 annually by moving to a 3rd party provider from the OEM

- Service Provider Contracts

ITS renegotiated and extended contracts with key service providers to maintain our current network circuits at enhanced discounts resulting in annual savings of ~\$1.1 million

Infrastructure Remediation Project

Reserve Fund project to update physical infrastructure

- Initial temperature monitoring identified 30 “high risk” sites
 - All 30 sites have been surveyed, assessed and remediation work identified
 - Initial cleanup work is in progress to prepare sites
 - All 30 sites will be completed by fiscal year end
- Additional 250 sites have been surveyed as part of normal network operations
 - 60 “high & med” risk sites identified
 - Initial survey and detailed assessment work beginning in April
- Larger, pressing remediation in planning stage with agencies

E-forms and Digital Signatures

Jeff King



ECLIPS and Digital Signatures

Program Update

- ECLIPS (formerly eForms) – Enterprise Certification, License, Inspection and Permit System
 - Licensed platform from CSDC – on premise service offering
 - Two pilots underway
 - DENR – Sedimentation and Erosion Control Permits
 - AGR – Nursery Licenses/Certificates
 - Pilots expect to be completed by Aug 2014
- Enormous potential for efficiency gains as there are hundreds of manual processes still in existence across State agencies
- Challenges exist with agency adoption
 - Program structure requires agencies to identify resources (both staff and funding) to on-board new processes
 - Need to re-engineer and streamline processes before automation
 - Each process requires workflow automation design and implementation
- Next Steps
 - Complete pilot programs and evaluate next opportunities within pilot agencies
 - Identify resources needed to provide services to agencies for onboarding new processes and developing skills within agency
 - Expand program to other agencies

ECLIPS and Digital Signatures

Program Update

- Digital Signatures
 - SaaS offering from DocuSign – convenience contract for use by all agencies as well as non-state agencies permitted by law
 - OSC purchased 200,000 envelopes (transactions) for first two years of the program for the automation of travel reimbursements and expense reports
 - Subscription model contract which anticipates annual envelope purchases
 - Purchase price includes onboarding services and training for users
 - Envelopes have an expiration date of two years after purchase
 - Agency adoption has been minimal – less than 6,000 total transactions to date
- Challenges exist with agency adoption
 - Limited resources to engage with agencies
 - No mandate for agencies to participate and resistance to change back-end processing
 - Need to re-engineer and streamline processes before automation
- Next Steps
 - Renegotiating with vendor to remove the expiration date on purchased envelopes
 - Move the contract from a subscription based to a consumption based model – don't pre-buy envelopes and align to "pay for what we use" principal
 - Bring on resources to support agencies and help to re-engineer back end processes

Government Data Analytics Center (GDAC)

Kay Meyer



GDAC moves to SCIO in July 2014

Become focal point for all data initiatives including Big Data and analytics

- Transfer on schedule and will align as a Center of Expertise
- **Refresh mission** to manage, govern, secure, discover, and business enable
- Creating comprehensive and unified master data management to identify, classify and standardize data to improve analytics, increase security, reduce duplication, and drive efficiency
- Maximizing **data sharing** capabilities between initiatives with an integrated approach (receive once, share many)
- Enabling managed data brokering (on demand access)
- Identifying cost recovery opportunities/budget savings

GDAC – Current Efforts

Fraud & Compliance

- Unemployment Insurance: Tax & Claims fraud alerts
- Workers' Compensation Insurance compliance alerts
- State Health Plan fraud and compliance alerts

Reporting & Analytics

- Procurement Card monitoring and oversight reports
- State Health Plan Analytics Repository
- UI fraud operational reporting
- Workers Compensation compliance operational reporting

CJLEADS

- 24x7 management and support
- Iterative design, development & release
- Manageable, phased deployments with incremental data and functionality

GDAC – Future supporting agencies

Many related data management and analytics within agencies

- Education and Workforce
 - Common Follow-up System (Commerce)
 - Longitudinal Data P2oW (DPI)
 - Early Childhood Integrated Data System (Governor's Office)
- Department of Commerce – Economic Development data and analysis
- Department of Transportation – Business Intelligence strategy – driver license modernization
- Department of Revenue – Compliance data warehouse and analysis
- Department of Justice – Medicaid Investigative Division analysis and investigation
- Department of State Treasurer
 - Retirement fraud analysis
 - Unclaimed Property analysis
- Department of Health and Human Services
 - Child Support Services support enforcement
 - Eligibility/background checks

GDAC – Opportunities

Summer/Fall planning to align direction with SCIO and agencies

Budget/Resource

- Update to sustainable funding model
- Business case & project prioritization

Data Sharing

- Governance & One IT Strategy
- Security & privacy with responsible data management

Solutions Development

- Iterative and constantly maturing
- Deliver intuitive tools to users

Enterprise Resource Planning

Chris Estes



Enterprise Resource Planning

Current activities and long term planning

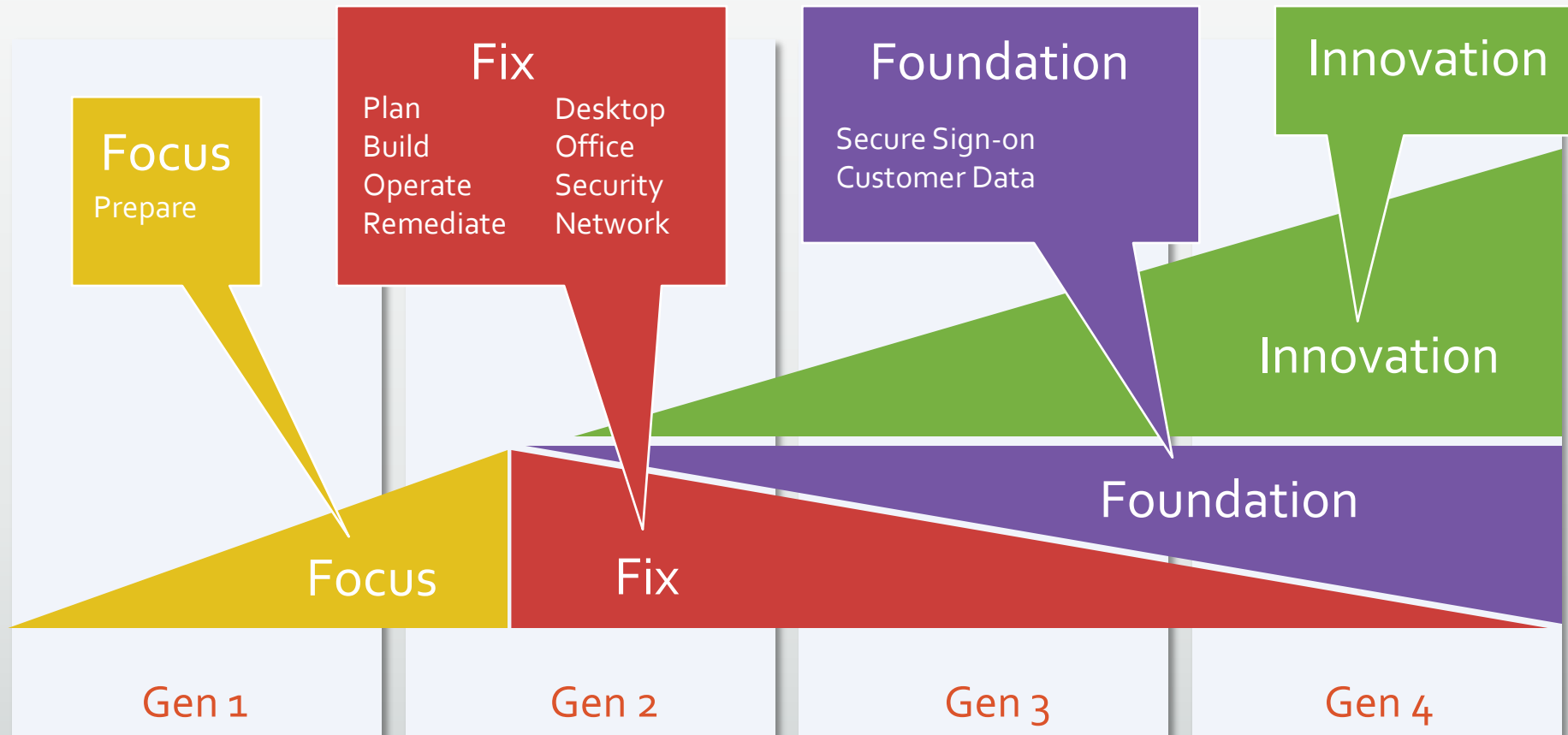
- Software contract **standardization** from multiple ERP licenses into single enterprise agreement is complete
- DOT ERP infrastructure refresh and migration to ITS underway allowing for expansion at same cost as current provider
- ERP strategy **validation** for long term direction in progress with DOT, OSBM, OSC, OITS, DPS, and DOA
- ERP **recommendations** to General Assembly with timeline and costs for 2015 long session covering: financial management, grants and fleet management, human resources/payroll, budget preparation, etc.
- DPS/DOA implementation planning underway with dependencies on infrastructure refresh and strategy validation

IT Reserve Fund

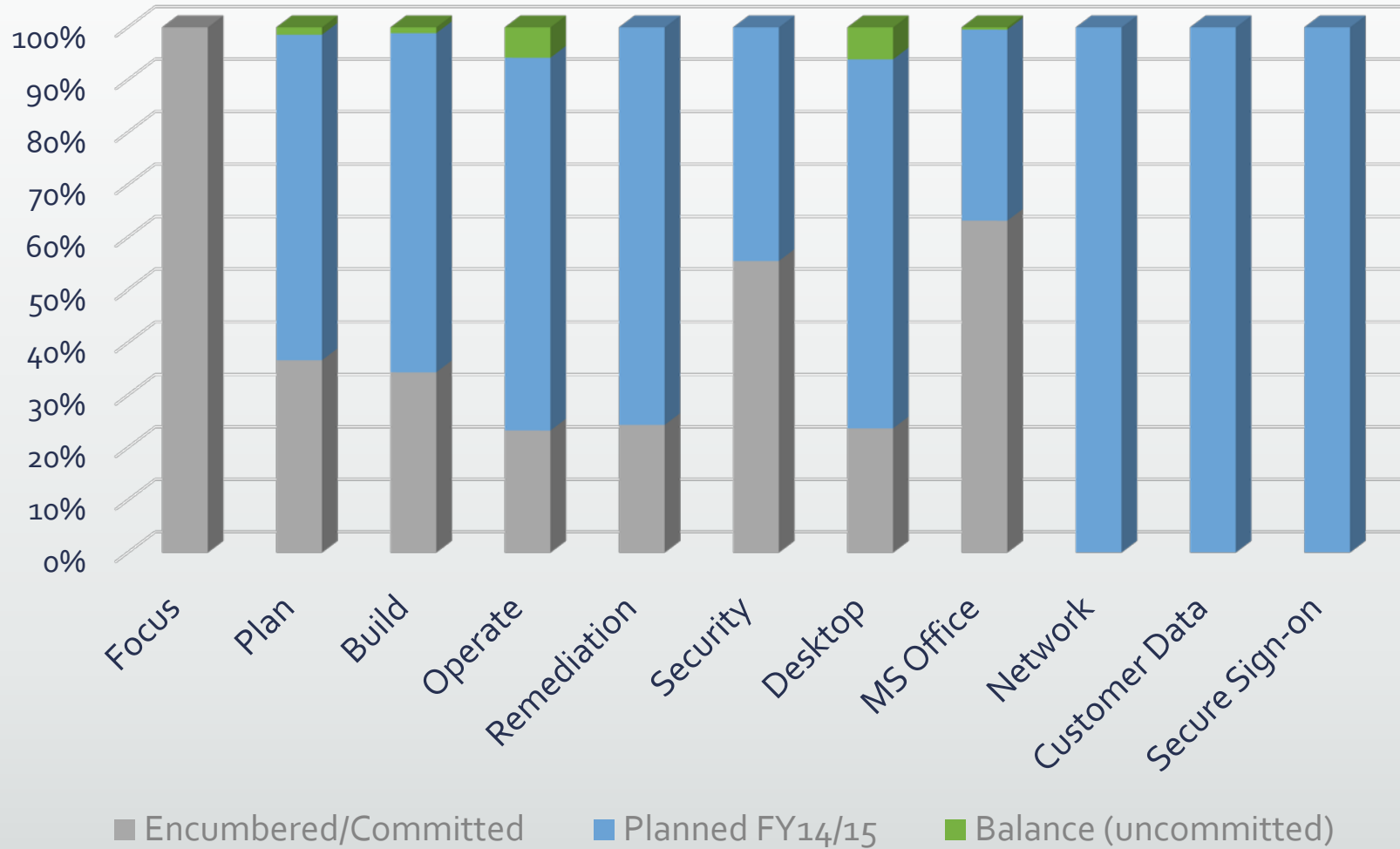


Reserve Fund Initiatives

4 portfolios of 11 programs and numerous projects



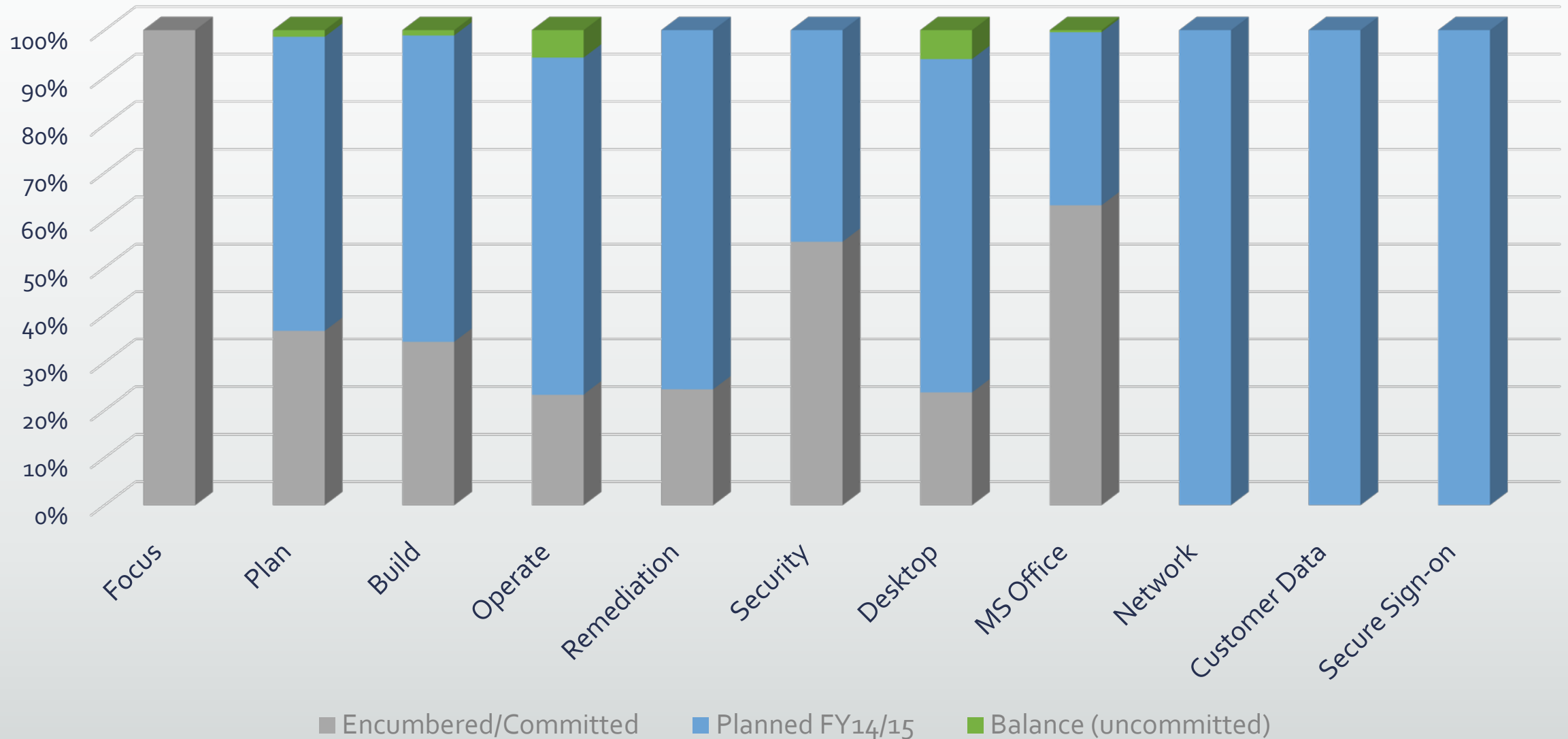
IT Reserve Fund



- Open Data, Customer Data & Secure Sign-on
- Network, Customer Data & Secure Sign-on
- Focus (Statewide IT)
- Restructuring Plans for Desktop purchases in new FYs over three waves overlapping fiscal years
- Prioritization effort
- New CEs forming - align sourcing for CEs to assist with deployment
- NC Firesect will align XP extended support to broadband & First Net agreement completed
- Efforts with Network & MS Office 365 wave 1
- Secure Sign-on program rollout with DHHS, ITS, WRC, & Labor



IT Reserve Fund Summary

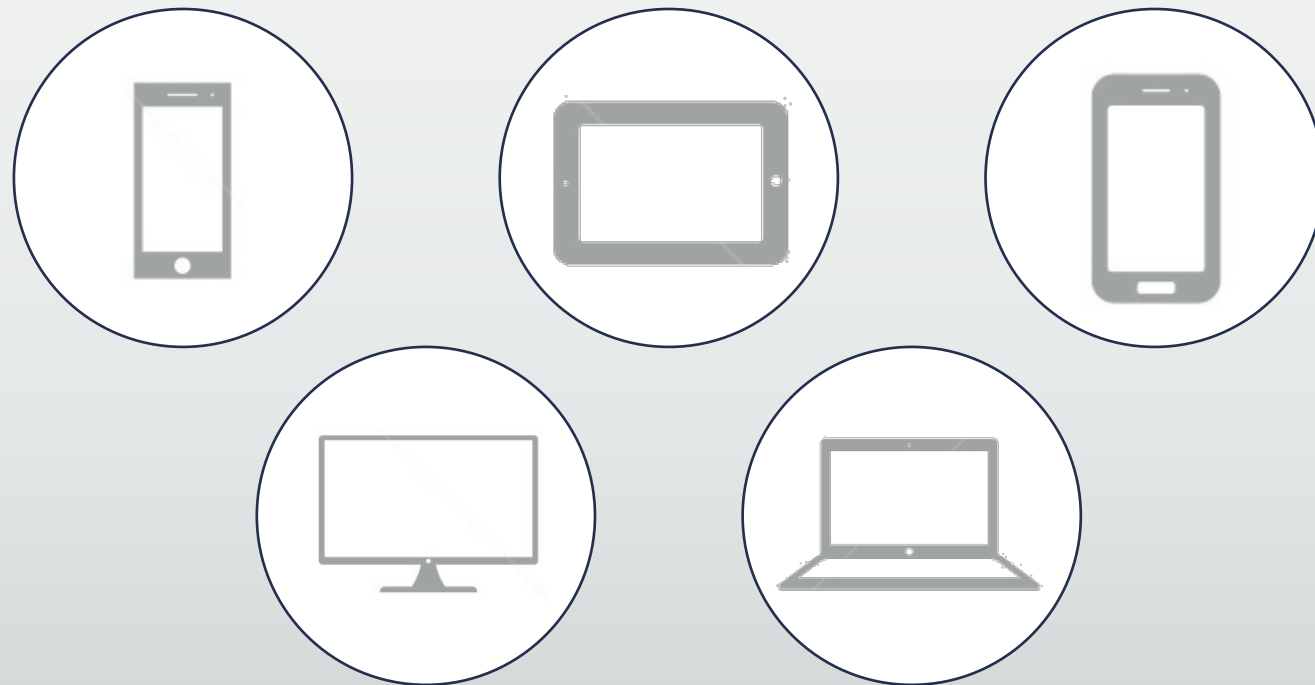


Digital Commons

Chris Estes



Citizens and employees expect government agencies
to deliver and receive digital information and services
any device, anytime, anywhere



43

00%

in 2013

INCREASE IN SMARTPHONES

MORE THAN 1 BILLION SHIPPED

increasing demand for digital services

(IDC, 2014)



So where is NC regarding
digital interactions?

Consistency is one of the most powerful usability principles: when things always behave the same, users don't have to worry about what will happen.

Instead, they **know what will happen** based on earlier experience.

Digital Commons

Governor says create common customer service experience

- State **rebranding** underway in Commerce for Summer 2014 release
- Digital Service web infrastructure being facilitated by cross-agency team
- Common **standards** for content management tools (Drupal, DNN, and SharePoint)
- NC State's Visual Experience Lab and Senior Design Center working in iCenter on **website designs** with state agencies
- Soft rollout with rebranding targeted Fall 2014



CREATING A COMMON CUSTOMER EXPERIENCE

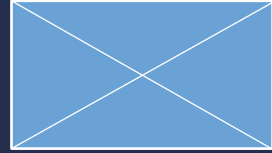


Contacts
& News



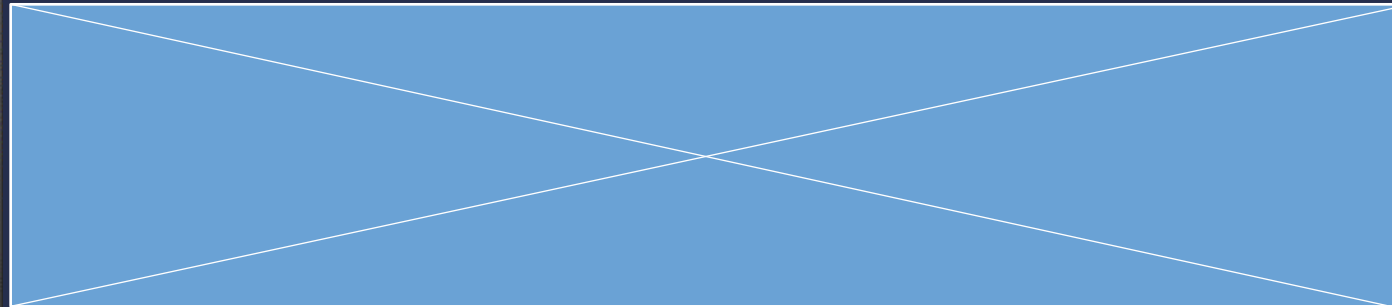
Social Media

Agency Logo

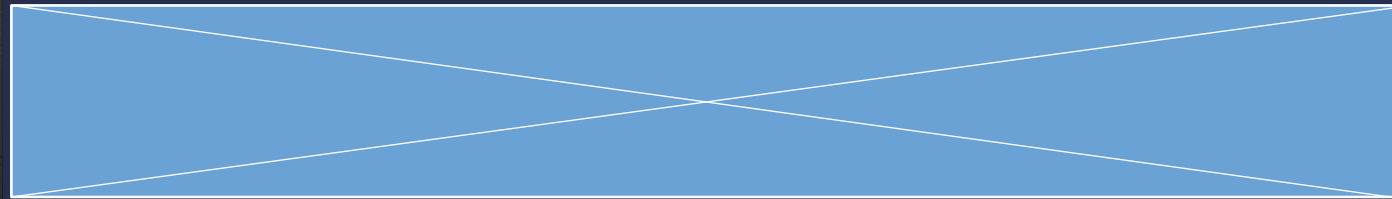


Search

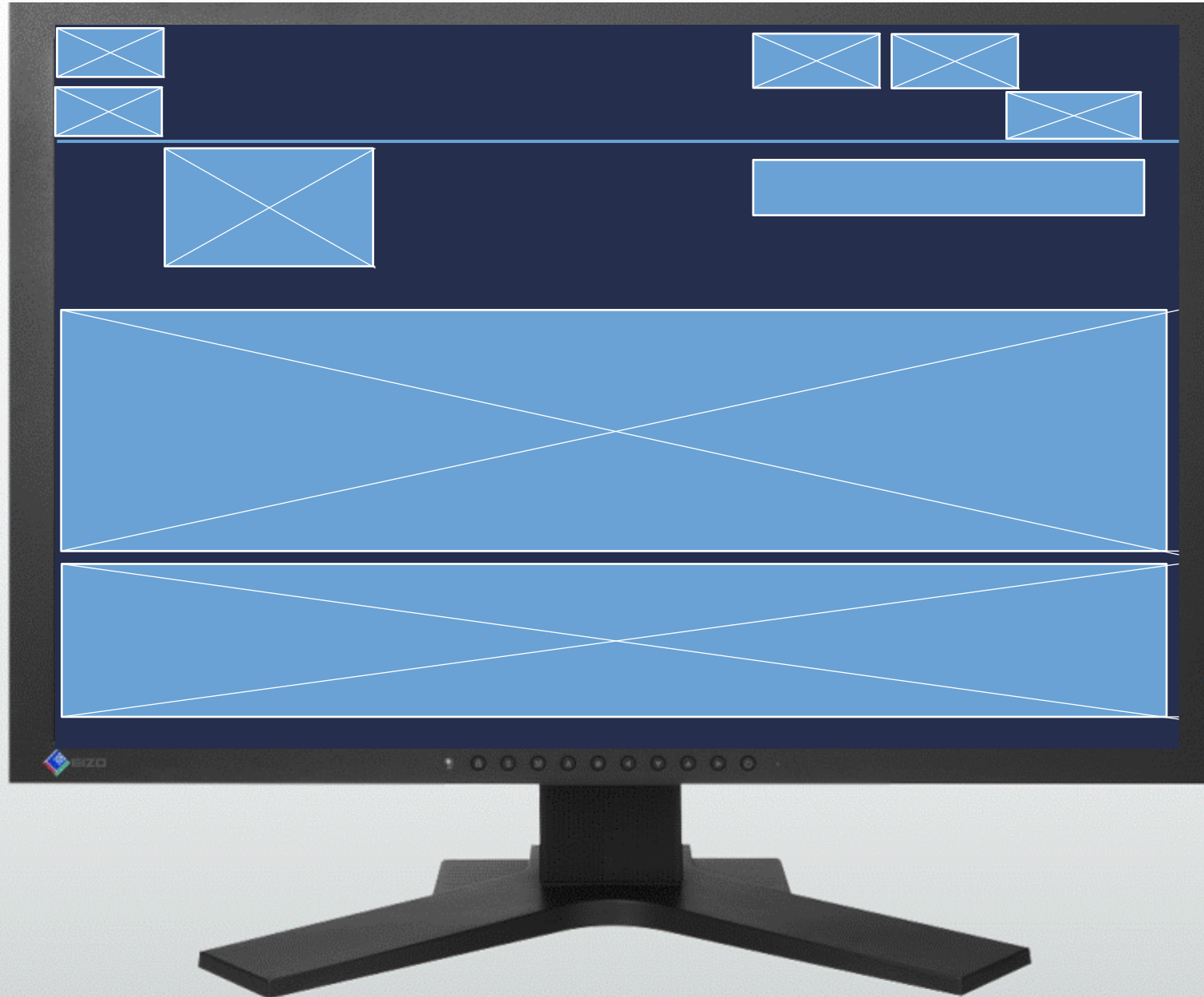
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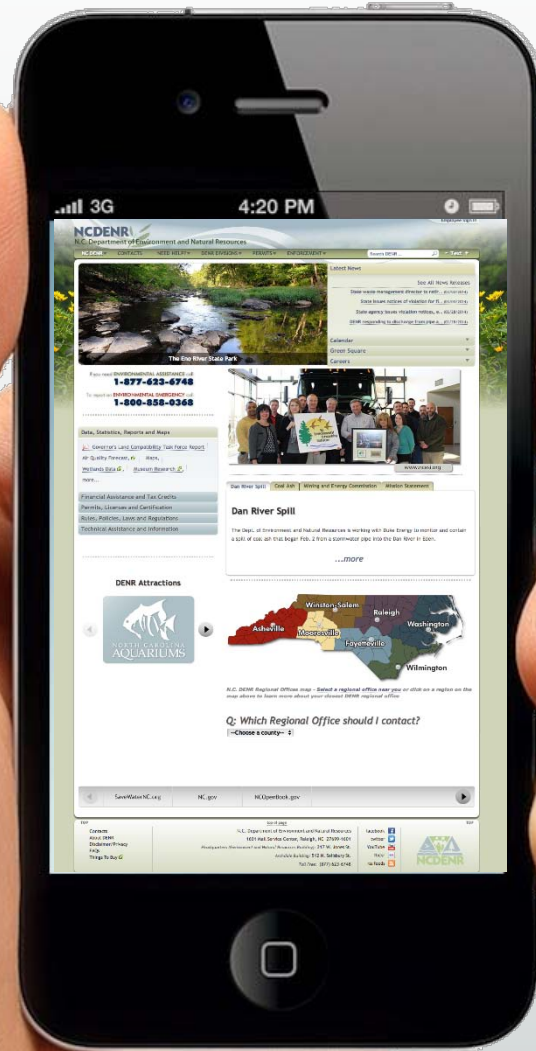
Overview &
Content



Common
Footer



PRESENT



Our websites
don't fit mobile...

FUTURE



RESPONSIVE

ANY DEVICE

ANY TIME

ANY WHERE

NC.GOV



Thank you

