

Georgia Technology Authority

GTA's Experience with IT Governance

Presentation to Senate Unified Courts Technology Study Committee

November 7, 2014



Agenda

- **What is the Georgia Technology Authority?**
- **What is GETS?**
- **Lessons learned**
- **Observations & recommendations**

What is the Georgia Technology Authority?

- **State authority**
 - Self-funded through data sales & administrative fees
 - No directly appropriated state funds
- **Limited authority over executive branch agencies**
 - No authority over Legislative, Judicial, Constitutional, Regents
- **Manage the state's central IT infrastructure:**
 - Data center, network and telecomm services, security
- **Establish standards and policies for state IT**
- **Promote an enterprise approach to state IT**
- **Provide oversight on large IT projects**

GTA's Responsibilities

- **Managing State Technology Resources**

- Data centers
- Servers
- Mainframes
- PCs and laptops
- Wide- and local-area networks
- Telecommunications
- Technology personnel

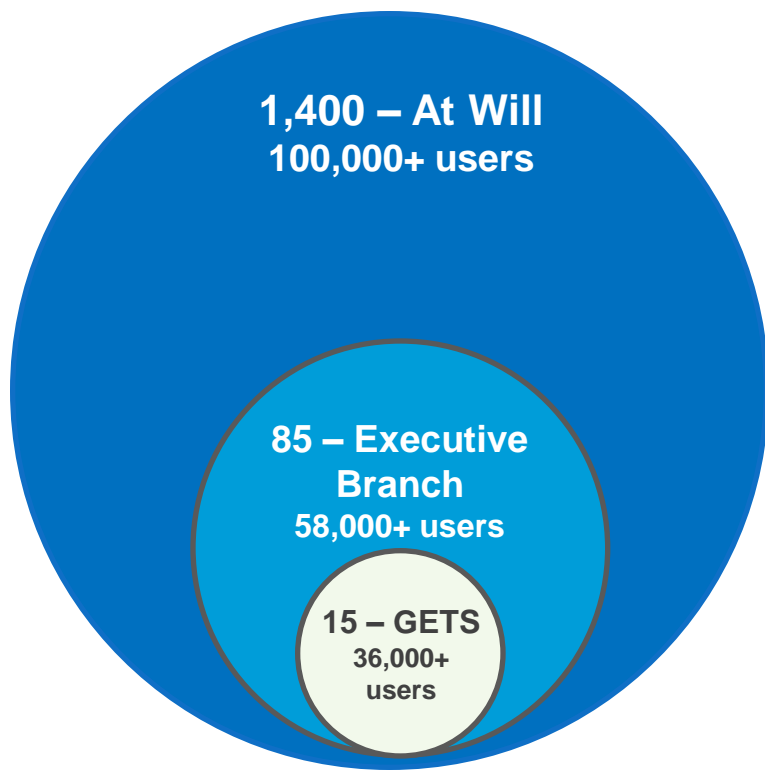
- **Enterprise Governance and Planning**

- Statewide policies, standards, guidelines
- Budget coordination
- Business continuity
- Training
- IT portfolio management
- Annual State IT report
- Information security

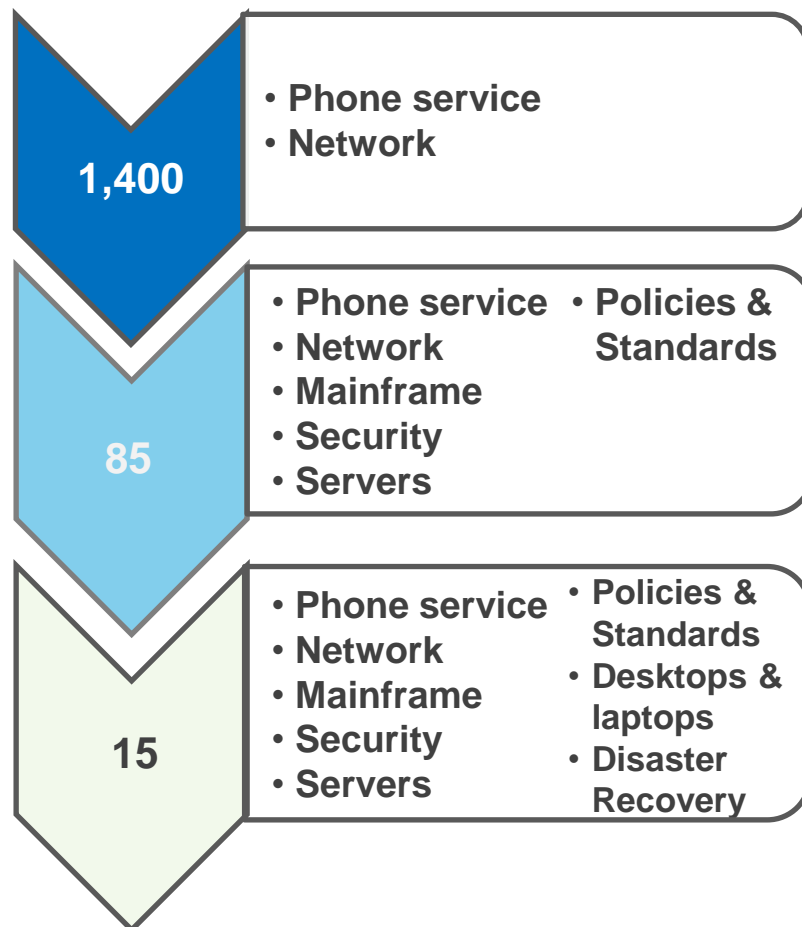
- **State Portal (Georgia.gov)**

GTA Customers – GTA Services

Who we serve



Services provided



Georgia Enterprise Technology Services (GETS)

Purpose

- To modernize the state's IT infrastructure and allow better management of IT resources so government can meet its service obligations to Georgia's citizens.

Objectives

- Secure state data
- Consolidate state's IT infrastructure
- Replace aging infrastructure
- Provide robust disaster recovery
- Stable and reliable operating environment
- Predictable spend

GTA Role

- Manage service provider performance
- Ensure competitive pricing and quality service delivery
- Manage relationships with customers

Role of Agencies

- Manage consumption of GETS services
- Balance business and technology requirements
- Live within OPB budget parameters

GETS facts

- **Over 100,000 users spread across 1,400 state agencies and municipalities for managed network services**
- **35,000 IT infrastructure end users**
- **47,000 e-mail accounts**
- **Nearly 1 Petabyte of storage space = 20 million 4-drawer file cabinets, or 13.3 years of HD video**
- **3,500 servers**
- **Base case: \$181 million savings estimated over 10-year term**

Lessons We Learned

- **The pace of change in IT requires agility, flexibility, & constant investment**
- **Good project management reduces failures**
- **Contract management requires a commitment**
- **Service level agreements can be helpful if they are meaningful**
- **Involve stakeholders from the beginning and keep them involved**
- **Communication is a two-way street**
- **Adopt a collaborative approach to everything (stakeholders, vendors)**
- **Integration requires modernization**

Observations

Common themes we've heard...

- Multitude of systems, independently created, lacking interoperability
- Differing business needs have led to custom systems
- Need for cross-boundary access to critical data
- Lack of funding at both state & local levels
- Data reliability questions due to re-keying, staff capabilities, lack of training
- JIEM and NIEM data standards, but still lacking common data definitions
- Data ownership issues
- Privacy & security concerns
- Uneven IT capabilities
- Lacking a strategic plan to guide development
- Vendor driven solutions
- It's not an IT problem

Recommendations

- Determine the common business problem
- Strategic planning
- “Integrated” vs. “unified”
- Don’t think in terms of one monolithic system
- Start small, leverage success
- Create accountability
- Buy a service, not a technology
- Use the market to drive best in class solutions
- Keep working towards common data standards
- Build in security / privacy needs from the start
- Plan & budget for ongoing training
- Consider the cost savings – can be a selling point

What GTA Offers

- **Experience and insights**
- **Statewide convenience contracts**
- **Data center space**
- **Connectivity**
- **Data exchange**

