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Quarterly Report

Year 3: Quarter 1: Report No. 8

Progress on Consolidation

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Forward

I was recently asked on a panel of CIO's what the single greatest opportunity is for information technology in the coming years. The first person answered cloud computing, and went on to explain how they had implemented so many cloud services in their organization and what an impact it made on the delivery of solutions. The second answered big data and analytics, and listed several insights they had in applying analytics to the data they'd collected in their organization but had not been able to sift for insights into what made their organizations successful or unsuccessful. The third talked about mobile applications, and all the things they were able to offer now using applications made for portable devices.

I said I believed they had missed the point, that the future of computing is context. When it comes to providing a service, we in IT provide the support solution to the employee of the agency or directly to the citizen; but in either case, our contribution is the support solution, not the service itself. What we can do is bring context to the interaction or exchange. As an example, in IT security it is not feasible to have someone sit and watch the monitors for events or to analyze every single event which happens in order to determine if it warrants action. Rather, we have developed tools and solutions to identify what incidents are important and only bring those to the attention of the security staff, along with all supporting information they might need to take appropriate action.

This concept has application in not only IT services, but for all agencies of the state. When a DHS case worker takes a call and they could know that three previous calls had come from that same phone number since last week, that twice the caller had abandoned the call and the last time they had called they had been transferred twice, it would help the call recipient have context into what to expect when they spoke to the person.

This quarterly report talks about how we in IT will make our pivot from our focus on consolidation to partnering with agencies, to understand their context and offer solutions and services which improve the agency's performance. Also included are sections on the PC depot service and an update on progress in IT procurement.

Thank you for your continued interest and support.

Alex Z. Pettit
Chief Information Officer

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1 Summary of Consolidation Progress

This quarterly report will present our updated consolidation project savings amounts; our updated service-by-agency, agency-by-agency and service-by-service consolidations; an updated cost avoidance summarization; an update to the beach-ball chart of risk and opportunity; and the consolidation portfolio projects listing. (Figures 1-7)

Consolidation Project Savings

Figure 1

Agency Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
AIICM	Completed	\$34,311	\$48,511	\$41,411	\$41,411	\$41,411	\$41,411
Banking Dept	Completed	\$7,251	\$7,251	\$7,251	\$7,251	\$7,251	\$7,251
Board of Nursing	Completed	(\$15,543)	(\$9,745)	(\$15,245)	(\$15,245)	(\$15,245)	(\$15,245)
Capitol	Completed	(\$1,601)	(\$1,052)	(\$1,052)	(\$1,052)	(\$1,052)	(\$1,052)
Improvement Auth							
Dept of Central Services	Completed	\$37,194	\$9,054	\$14,554	\$9,054	\$9,054	\$3,554
Dept of Corrections HCM	Completed	(\$132,472)	\$93,753	\$234,892	\$234,892	\$234,892	\$234,892
Dept of Tourism	Completed	\$93,607	\$94,407	\$93,727	\$93,727	\$93,727	\$93,727
Disaster Recovery Services	Completed	\$247,344	\$419,245	\$203,524	\$203,524	\$203,524	\$203,524
Employee Benefits Council	Completed	\$150,115	\$214,084	\$208,584	\$214,084	\$208,584	\$214,084
Fiber – First National Building	Completed	\$11,895	\$49,115	\$49,115	\$49,115	\$49,115	\$49,115
Office of Personnel Mgmt	Completed	\$70,596	\$77,933	\$77,046	\$70,746	\$70,746	\$70,746
People Move 2012	Completed	\$2,336,741	\$2,336,741	\$2,336,741	\$2,336,741	\$2,336,741	\$2,336,741
Dept of Education	Completed	\$1,098,231	\$1,054,231	\$933,231	\$960,731	\$1,054,231	\$1,435,231
Dept of Education Managed Print Services	Completed	\$200,251	\$279,251	\$279,251	\$279,251	\$279,251	\$279,251
State Treasurer	Completed	\$277,473	\$277,474	\$277,475	\$277,476	\$277,477	\$277,477
VoIP OKC County Health Dept	Completed	(\$11,794)	\$41,814	\$41,814	\$41,814	\$41,814	\$41,814
CareerTech Position Consolidation	Completed		\$98,150	\$98,150	\$98,150	\$98,150	\$98,150
AG HelpDesk Transition	Completed		\$3,086	\$3,241	\$3,403	\$3,573	\$3,751
CareerTech Independent Contractor Consolidation	Completed		\$39,960	\$39,960	\$39,960	\$39,960	\$39,960
COMIT Telemanagement Billing Module	Completed		\$60,675	\$123,925	\$123,925	\$123,925	\$123,925
Decommission MidCon	Completed		\$113,160	\$113,160	\$113,160	\$113,160	\$113,160
Fiber – Classen Buildings	Completed		(\$33,336)	\$14,592	\$14,592	\$14,592	\$14,592

Agency Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
Fiber – LandMark Tower	Completed		(\$49,514)	\$14,821	\$14,821	\$14,821	\$14,821
Fiber – Prof Engineers & Land Surveyors	Completed		(\$29,922)	\$4,164	\$4,164	\$4,164	\$4,164
Labor Dept	Completed		\$86,293	\$83,814	\$86,925	\$95,629	\$93,429
ODVA HelpDesk Transition	Completed		\$145,700	\$145,700	\$145,700	\$145,700	\$145,700
Private Vocational Schools	Completed		(\$1,155)	(\$605)	(\$605)	(\$605)	(\$605)
SDE HUPP Contract Consolidation	Completed		\$85,942	\$92,056	\$89,249	\$86,357	\$83,379
SDE Printer Consolidation Phase 2 *	Completed		\$84,247	\$5,247	\$5,247	\$5,247	\$5,247
Wheat Comm	Completed		\$3,598	(\$1,902)	(\$1,902)	(\$1,902)	(\$1,902)
Agriculture Dept Consolidation	Completed		\$120,056	\$125,644	\$125,644	\$125,644	\$125,644
Children & Youth Commission	Completed		\$107,391	\$90,891	\$90,891	\$107,391	\$90,891
Mines Dept	Completed		(\$10,913)	(\$16,413)	(\$16,413)	(\$10,913)	(\$16,413)
Scenic Rivers Commission	Completed		(\$6,195)	(\$6,195)	(\$6,195)	(\$6,195)	(\$6,195)
SDE Child Contract Consolidation	Completed		\$18,500	\$23,700	\$23,700	\$23,700	\$23,700
SDE Child Nutrition Contract Consolidation	Completed		\$60,399	\$60,399	\$60,399	\$60,399	\$60,399
DEQ Position Cost Savings	Completed		\$113,475	\$113,475	\$113,475	\$113,475	\$113,475
Pharmacy Board Consolidation	Completed		\$94,000	\$88,500	\$88,500	\$88,500	\$88,500
Dentistry Board Consolidation	Completed		(\$2,529)	(\$3,857)	(\$3,857)	(\$3,857)	(\$3,857)
SDE GED Lifelong Scoring	Completed		\$5,838	\$5,838	\$5,838	\$5,838	\$5,838
Vet Board Consolidation	Completed		(\$3,904)	(\$3,904)	(\$3,904)	(\$3,904)	(\$3,904)
Chiropractic Examiners Consolidation	Completed		(\$2,524)	(\$2,524)	(\$2,524)	(\$2,524)	(\$2,524)
Psychologists Examiners Consolidation	Completed		(\$1,408)	(\$1,408)	(\$1,408)	(\$1,408)	(\$1,408)
Pre-Surplus Clearing House	Completed		\$173,446	\$0	\$0	\$0	\$0
Eliminate Unused Software – Shared Services *	Completed		\$125,204	\$128,960	\$132,829	\$136,814	\$140,918
DOC Re-organization	Completed		\$140,570	\$140,570	\$140,570	\$140,570	\$140,570
Conservation Commission Consolidation	Completed		\$14,575	\$14,575	\$14,575	\$14,575	\$14,575
Medical Examiners Consolidation	Completed		\$13,932	\$8,432	\$13,932	\$8,432	\$13,932
SDE – CAS Contract Consolidation	Completed			\$20,000	\$21,000	\$21,000	\$21,000

Agency Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
SDE Scrantron Contract Consolidation	Completed			\$140,548	\$147,575	\$147,575	\$147,575
ODOT Video Editing System	Completed			\$29,670	\$0	\$0	\$0
Employee Benefits Div – VM Ware	Completed			\$5,357	\$5,357	\$5,357	\$5,357
Health Depart Network Consolidation	Completed		\$1,822,537	\$1,437,627	\$1,437,627	\$1,437,627	\$1,437,627
EGID – Manage Engine Renewal	Completed			\$4,148	\$4,148	\$4,148	\$4,148
Multi Injury Trust Fund IT Consolidation	Completed			\$1,461	\$6,461	\$1,461	\$1,461
Security as a Service – Phase I	Completed		\$57,542	\$723,798	\$723,798	\$723,798	\$723,798
Real Estate Comm Consolidation	Completed			\$118,756	\$118,756	\$118,756	\$113,056
Dept of Libraries Consolidation	Completed		\$115,599	\$115,599	\$110,099	\$110,099	\$115,599
Decommission Unused Software – Infrastructure	Completed			\$88,984	\$88,984	\$88,984	\$88,984
LIMS – Laboratory Info Mgmt Sys	Completed			\$580,056	\$116,034	\$116,034	\$116,034
Live Scan Fingerprinting Sys	Completed			\$45,000	\$45,000	\$45,000	\$45,000
Medical Claims Clearinghouse	Completed			\$48,000	\$28,200	\$28,200	\$28,200
ODAFF – Oracle Licensing Applic	Completed			(\$7,470)	\$5,028	\$5,028	\$5,028
ITSW1004 Cable Materials and Accessories	Completed			\$2,604,000	\$0	\$0	\$0
ITSW1024 Encrypted Email Software	Completed			\$54,000	\$5,400	\$5,400	\$5,400
OSDH – NetIQ Contract	Completed			\$8,637	\$8,114	\$8,114	\$8,114
Dept of Veterans Affairs Network Consolidation	Planning		\$33,817	\$33,817	\$33,817	\$33,817	\$1,017,517
ODOT GIS TAB	Planning			\$44,000	\$7,920	\$7,920	\$7,920
IPSH Health Exchange Info	Planning			\$74,000	\$196,100	\$196,100	\$196,100
ITSW1030 Good Technology RFP	Planning			\$5,340	\$5,340	\$5,340	\$5,340
*OKDHS Printer Optimization	Execution		\$135,000	\$160,000	\$160,000	\$160,000	\$160,000
*Health Dept Ptr Optimization	Execution		\$303,231	\$323,231	\$323,231	\$323,231	\$323,231
*Agriculture Ptr Optimization	Planning		\$62,579	\$87,579	\$87,579	\$87,579	\$87,579
*DEQ Printer Optimization	Initiation		\$90,470	\$115,470	\$115,470	\$115,470	\$115,470
OSEEGIB Consolidation	Execution		\$515,053	\$610,159	\$610,159	\$610,159	\$610,159

Agency Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
Shepherd Mall Network Consolidation	Execution		\$9,825	\$38,257	\$38,257	\$38,257	\$38,257
Health Dept Consolidation	Execution		\$436,970	\$276,770	\$441,770	\$276,770	\$276,770
*SDE – Decommission HP NonStop (Mainframe)	Execution		\$191,242	\$385,939	\$393,566	\$401,422	\$409,513
Statewide Mainframe Consolidation	Execution		\$1,769,151	\$2,162,249	\$2,838,061	\$2,838,061	\$3,623,315
*Telecom Expense Management	Execution		\$2,680,000	\$3,426,000	\$3,426,000	\$3,426,000	\$3,426,000
Pardon & Parole Board Consolidation	Execution		\$42,122	\$36,622	\$36,622	\$36,622	\$36,622
Boll Weevil Consolidation	Execution			\$60,090	\$60,090	\$60,090	\$60,090
*OKDHS Eliminate Unused Software	Execution		\$286,273	\$202,987	\$202,987	\$202,987	\$202,987
OKDHS Email to the Cloud	Initiation			\$351,018	\$218,481	\$225,874	\$233,489
Mental Health Network Consolidation	Initiation			\$90,806	\$50,809	\$50,809	\$50,809
Dept of Commerce Consolidation	Execution			\$490,683	\$235,035	\$229,535	\$229,535
pSeries Consolidation	Initiation			\$283,000	\$283,000	\$283,000	\$283,000
TOTAL ANNUAL SAVINGS		\$4,403,598	\$15,110,277	\$21,561,512	\$18,952,235	\$18,906,453	\$21,054,518
Savings Over 6 Years¹ \$89,182,602							
NOTES: ¹ FY12 plus NPV of savings achieved in FY13 – FY17							
* Vendor and/or Employee Cost Savings Idea							

Consolidation Project Cost Avoidance

Figure 2

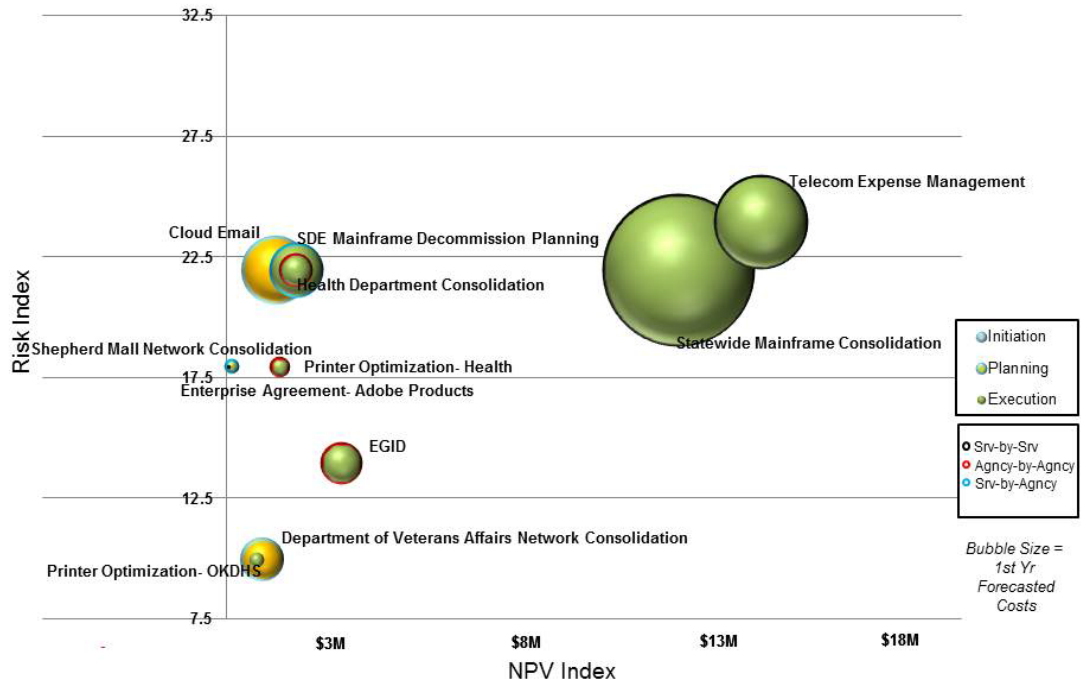
Project Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
ISD Procurement	Completed	\$81,654	\$81,654	\$81,654	\$81,654	\$81,654	\$81,654
Statewide IT Contracts	Completed	\$920,266	\$1,679,846	\$1,679,846	\$1,679,846	\$1,679,846	\$1,679,846
SSL Certificate Savings	Completed	\$7,888	\$7,888	\$7,888	\$7,888	\$7,888	\$7,888
Microsoft Enterprise Agreement	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
TOTAL ANNUAL SAVINGS		\$2,788,227	\$6,509,376	\$6,124,466	\$2,298,774	\$2,298,774	\$2,298,774

Savings Over 6 Years¹ \$20,607,682

NOTES: ¹ FY12 plus NPV of savings achieved in FY13 – FY17

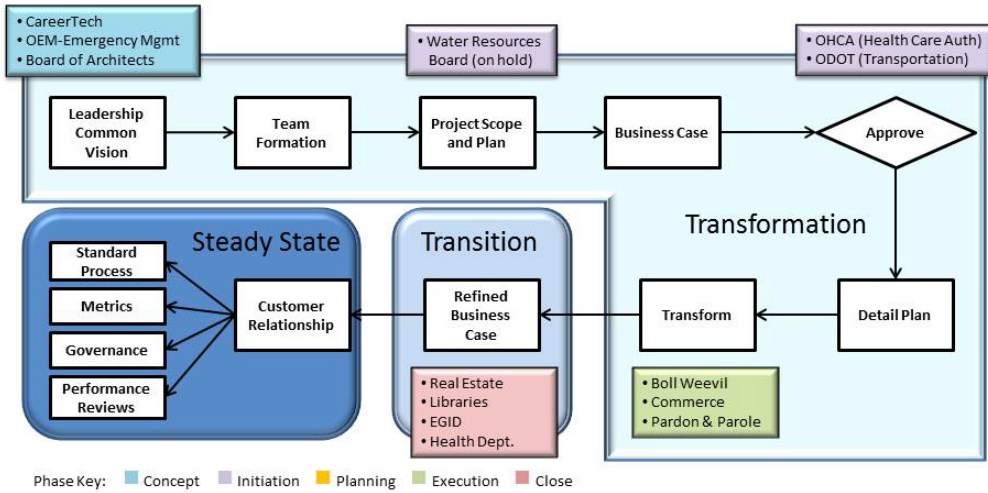
Consolidation Portfolio

Figure 3



Agency-by-Agency Consolidation Approach

Figure 4

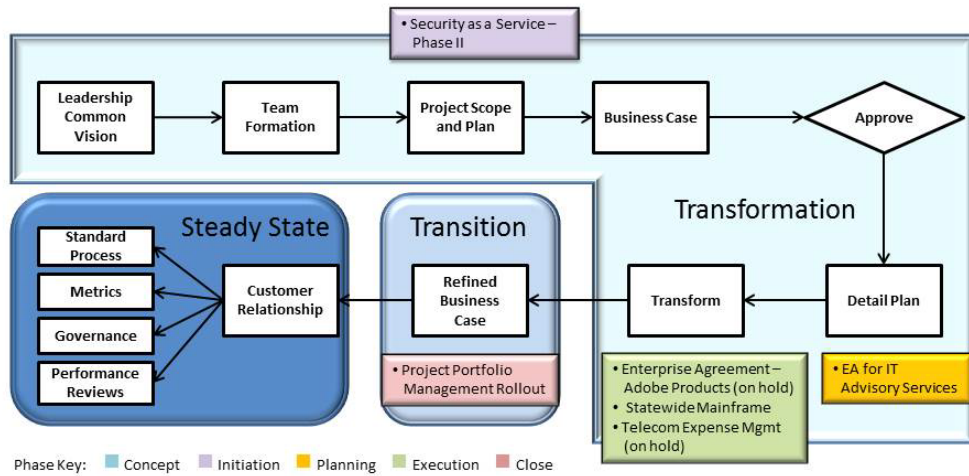


Agency-by-Agency Completion

Abstractors Board Accountancy Board Aeronautics Comm Agriculture Anatomical Board * Arts Council Banking Dept Bond Advisor Building Bonds Comm Capital Investment Board Capitol Improvement Auth Ctr f/Advancement of Science & Tech (OCAST) Central Services – DCS Children & Youth Comm Chiropractic Conservation Comm Construction Industries Bd Consumer Credit	Dentistry Board Disability Concerns Education Dept Employees Benefits Council Ethics Commission Finance Authority Fire Marshal Governor Human Rights Comm Interstate Oil Compact Comm Industrial Finance Auth Judicial Complaints Council * Labor Dept Lic Social Workers Bd Liquefied Petroleum Gas Board	Long Term Care Admin Bd Marginal Well Commission Medical Examiners Merit Protection Comm Mines Dept Motor Vehicle Comm Multiple Injury Trust Fund * Native American Cultural & Educ Auth Nursing Board Optometry Board Personnel Mgmt Office Pet Breeders * Pharmacy Physician Manpower Training Comm Private Voc Schools Bd	Prof Engineers & Land Surveyors Licensure Bd Psychologists Scenic Rivers Commission Science and Math Sorghum Comm State Treasurer Teachers Prep Comm Teachers' Retirement Sys Tobacco Settlement Endowment Trust Tourism & Recreation Uniform Building Code Comm University Hospitals Auth * Veterinary Medical Exam Wheat Commission * = No IT Services
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Service-by-Service Consolidation Approach

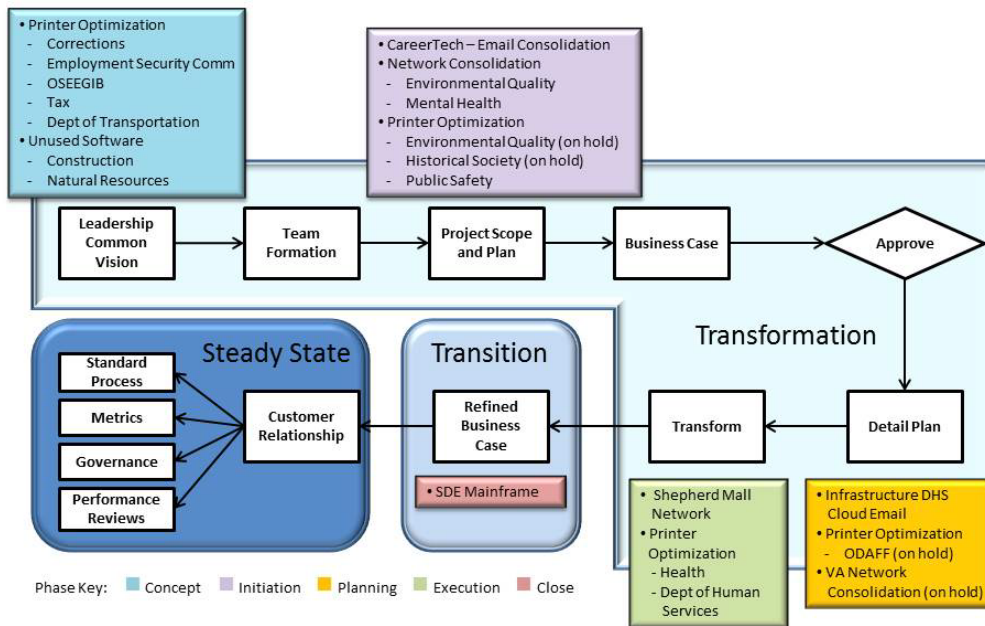
Figure 5



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

Service-by-Agency Consolidation Approach Figure 6



Service-by-Agency Completion

- Dept of Corrections – HCM
- DHS Disaster Recovery
- SDE Print Services Phase 1
- VoIP OKC County Health Dept
- Fiber – 1st National Building
- Fiber – Landmark Tower
- Fiber – Prof Engineers & Land Surveyors
- Fiber – Classen Buildings
- Health Dept. Network
- SDE Print Services Phase 2
- ODAFF Helpdesk Transition
- HUPP Contract Consolidation
- VA HelpDesk Transition
- Unused Software – Health
- Unused Software - Infrastructure

Consolidation Portfolio Active Projects Figure 7

Agency by Agency					
Project No	Project Name	Project Phase	Risk Rating	CBA NPV	Total Forecast Cost
30236	EGID Consolidation	Execution	14	\$3,107,091	\$222,966
30235	Health Department Consolidation	Execution	22	\$1,877,595	\$145,000
Service by Agency					
Project No	Project Name	Project Phase	Risk Rating	CBA NPV	Total Forecast Cost
35107	Infrastructure- DHS Cloud Email	Planning	22	\$1,335,374	\$597,968
30846	Department of Veterans Affairs Network Consolidation	Planning	10	\$954,706	\$241,385
30979	Printer Optimization - Health Department	Execution	18	\$1,438,759	\$50,000
32531	Printer Optimization - OKDHS	Execution	10	\$814,703	\$25,900
33444	Decommission Unused Software-Human Services OKDHS	Execution	10	\$1,144,168	\$0
30982	Network Consolidation for Agencies at Shepherd Mall	Execution	18	\$142,976	\$28,433
Service by Service					
Project No	Project Name	Project Phase	Risk Rating	CBA NPV	Total Forecast Cost
30566	Telecom Expense Management (TEM)	Execution	24	\$14,534,636	\$1,120,000
30237	Statewide Mainframe Consolidation	Execution	22	\$12,287,476	\$16,746,611
30881	Enterprise Agreement - Adobe Products - 2012 Cost Savings Idea	Execution	18	\$52,596	\$2,000

2 Service-Oriented Partnerships - Pivot

Beginning July 1, 2012, all appropriated state agencies were required to use information technology services and systems operated and maintained by the Office of State Finance (now the Office of Management and Enterprise Services [OMES]) Information Services Division (ISD) for agency IT functions. At the time, this encompassed 129 agencies and over 1,200 IT personnel. As of today, we have consolidated 67 agencies and 6 are in process, leaving 23 appropriated agencies. With nearly 70% of the agencies consolidated, the time has come for us to review and prioritize our resources and activities.

Information technology (IT) services can focus its limited resources on three different areas: 1) Operations (run); 2) Enhancements; or 3) Projects (build).

Operations are the activities required to keep the lights on and fix things that are broken, things associated with the running of the environment that currently exists. Often, when activities of enhancements or projects are emphasized, a rise in the number of operational issues is experienced. Operational issues happen naturally (things break), but happen more often in an environment experiencing change.

Enhancements are defined as the small continuous improvement efforts undertaken on behalf of a user or a technical service provider. Generally, they are activities which cost under \$15,000 and will in some small way improve either the end-user's process or will improve the reliability of the system. For example, from a user's perspective, an enhancement may be to alter a workflow process for an e-procurement invoice to reduce the number of steps necessary toward approval. From a systems perspective, an enhancement may be moving an application from a dedicated server to a virtual environment.

Projects are defined as those things which focus on a strategic improvement for the agency or the state. Consolidation of IT services and the implementation of statewide security services are two examples of major projects undertaken by OMES ISD.

After two years of focusing on consolidation projects, we are in the process of making several organizational and tactical changes at OMES ISD to pivot toward focusing more resources on operations. It is our belief that by adding capacity to our operational capabilities we will increase customer satisfaction.

Along with the tactical pivot toward operations, the organization will also strategically pivot toward optimization of services and increasing business value. Pivoting from a regulatory function to a partnering function will add value to agencies through enhancements of their IT services.

The pivot will allow us (OMES ISD) to focus on optimization of our operations, customer service, employee engagement and to begin to demonstrate business value to our partner agencies by alignment to their strategic goals.

Strengthening communications, emphasizing relationships, innovation and customer collaboration will be a continued focus for OMES ISD. Specifically, this will include an emphasis toward agency and cabinet governance, articulating alignment of IT with our partner’s strategic goals, increasing resolution rates for incidents and service requests alike, and overall responsiveness and communication to our partners.

Multiple challenges from the current approach of focusing on small and medium agencies have become apparent. While OMES ISD has been focusing on maintaining a steady pace of consolidation, ongoing maintenance and support of the infrastructure as a whole has become increasingly problematic. Reasons include:

- Many small agencies have very limited budgets and do not invest in technology. This results in a variety of issues ranging from out-of-date hardware and out-of-date software to utilizing consumer grade technology versus business grade (i.e., access is used as an enterprise application tool in small agencies, recreational use wireless solutions and freeware deployed for business solutions).
- Small agencies typically have no dedicated IT support staff. This results in bringing in workload without the technical resources or agency/institutional knowledge to maintain the environment (of the 17 agencies consolidated 8/2012-8/2013, we added a total of 4 IT FTEs)
- IT security guidelines require compliance with standards and practices that differ from the practices of small agencies. Small agencies routinely make use of USB drives, home PCs and employee’s personal phones for system access, give administrator rights to the desktop devices, and do not maintain firewalls and blacklists of internet sites to bar end-user access.
- The servers we bring into the data center are often unable to use our standard backup system, requiring OMES ISD to support multiple backup methodologies and products.
- Many small agencies have contractor support for agency specific applications.

To summarize, consolidation of small agencies has added responsibility without adding additional resources, as most often these agencies do not have dedicated IT support personnel. Figure 8 presents the additional IT staff acquired and the associated additional users, workstations and servers assumed through the consolidation of 22 small agencies:

Figure 8

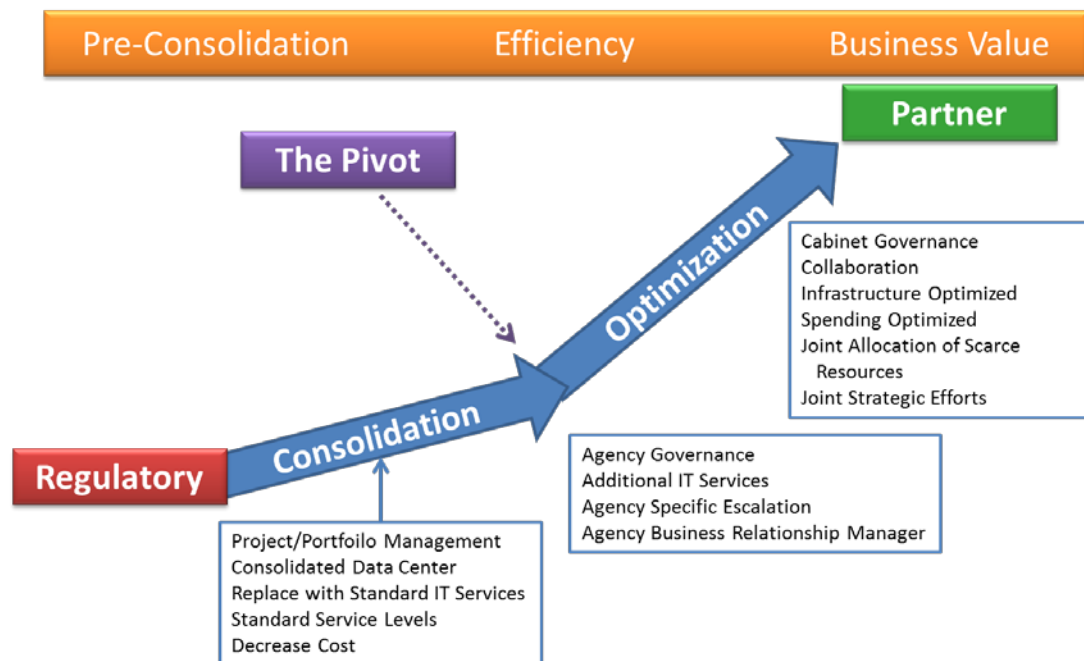
Small Agencies	Additional IT FTE	New Users	New Workstations	New Servers
22	4	389	564	16

With the pivot toward operations, we are shifting to the consolidation of giant agencies in order to achieve multiple operational benefits and efficiencies.

- A typical giant agency has:
 - an adequate number of technicians supporting the infrastructure;
 - “Enterprise” methods, practices and policies;
 - a good security focus;
 - good desktop security controls;
 - infrastructure support is typically organized by technical specialty; and
 - in depth agency specific (top of the pyramid) technical expertise.

Focusing on the consolidation of large agencies will bring IT headcount into an integrated OMES ISD, and with the similarities of IT issues addressed by all agencies, it is expected that these additional resources will provide us with the manpower to improve our operational metrics and end-user support functions.

The Agency-by-Agency Pivot Figure 9



The above illustration (Figure 9) graphically represents the pivot and the associated activities at each stage. We began with the establishment of a project portfolio management process, consolidating data centers, standardizing our IT

services to our services catalogue and decreasing agency IT cost by utilizing unused assets of the state.

As part of this pivot, we have created agency business relationship manager roles. The purpose of this role is to create a structure and mechanism to effectively manage the relationship between OMES ISD and its customer entities, to assist with incident alignment and prioritization, to identify continual service improvement opportunities, to serve as a point of escalation and to mitigate risks for both the agency and OMES ISD. This role supplements the business segment directors by focusing on day-to-day operational issues. There are daily incident and change management meetings where agency operational issues are addressed and prioritized. The agency business relationship manager's role is to interact with the technical support personnel at these meetings. The managers provide the communication back to the agency of the activities and complexities of the problems and participate in the prioritization of incidents for resolution.

Our biggest focus will be the move toward partnering with the agency through establishment of cabinet level governance to promote agency-to-agency business process collaboration and optimizing agency spending through the joint allocation of resources to pursue joint strategic outcomes. In order to achieve maximum efficiency and identify collaboration opportunities, it is necessary to reevaluate the alignment of agencies within the business segments. Proper alignment will offer agencies with similar technology needs, services and business functions to develop joint IT projects under a single Business Segment Director and governance structure. Figure 10 shows a draft listing with some minor re-alignments being discussed. It is our goal to continue internal discussions to determine any further optimizations regarding business segment alignments then solicit input from agencies that may be affected by a change.

These potential efficiencies are illustrated in the Entitlement/Insurance and Health cabinet, where the pursuit of a bespoke agency solution (previously known as MOSAIC) is being transformed to a collaborative shared services solution for supporting many eligibility and health agency strategic needs. The desired state is to have an environment characterized by interoperability. Interoperable systems share information and processes to efficiently deliver integrated services to the client community. Interoperability can be achieved via the design and implementation of an overall HHS architecture, which defines the principles, standards, services, security and interfaces to be followed by the component elements within the total system. The individuals most impacted by the implementation of this architecture will be caseworkers and the client community, but the benefits will be far reaching from a perspective of manageability, scalability and cost efficiencies realized through administering such architecture to better serve the citizens and employees of the State of Oklahoma.

From reviews of the incident history, half of the cases that missed their service level agreement targets could have been solved by an onsite technician. With the shift in focus to larger agencies, we will have the ability to provide an onsite or

nearly onsite presence to many more of our partners. These technicians will work on PC issues and take care of the less complex agency specific technical tickets. They will work closely with the agency business relationship managers as discussed previously, and expect a decrease in the number of outstanding cases which should both increase customer satisfaction and improve performance to service level targets. We've begun deployment of these technicians to Agriculture, EGID, Education, Tourism and Health and will extend it as we work with ODOT, OHCA and DHS, who have technical resources distributed throughout the state and will benefit greatly through the optimization of all of our calls for service from the field.

Improving customer service is not exclusively about improving performance metrics. A true service orientation hinges upon understanding our partner's needs within the context of their experience. As an illustration, a call for assistance with PowerPoint is much more urgent 15 minutes before a presentation than it is the week before. Our focus on efficiency and standardization has led us to view our agencies as one market of many partners. As an example, when an agency puts in a request to provision a new employee, we take the request and put it in our standard process, with a service level agreement of 30 days from the time the ticket is submitted. However, not all agencies provision the same way. In some agencies, when an offer letter is accepted, the agency assigns an employee ID number and begins the process of entering them into the system. Other agencies do not assign the employee an ID until the day they show up for work. An employee ID is essential for us to set up a user account, provide rights to systems and services, and to procure and configure the necessary devices (phone, smartphone, workstation, laptop, etc.). Yet we address both with the same process. Even if we were able to cut the average provisioning time from 30 days to 20, agencies that provide the employee an ID at the time they accept the offer letter will still be dissatisfied with the service.

Part of the pivot is to view our agencies as many markets of few customers. It is still possible to group by needs and some agencies will have similar needs (those who do provision with an employee ID at acceptance and those who wait until the employee appears). The trick is to be aware of the differences in context and flexible enough to accept that what is acceptable or even achievable in one market may be different in another. The future of computing is not mobile or big data; it is contextual to understand the context of the organizations we serve and what market they populate rather than try to deliver the same service to everyone.

Changing culture is difficult and takes time. Governance, agency business relationship managers, accountability measures, training and pay for performance are some of the initiatives we have started to change our culture and our focus. Our efforts to improve our performance will be reflected in our online metrics, which can be found at www.cio.ok.gov.

Agency and Business Segment Director Listing Draft

Figure 10

	Agency Name	Business Segment	Director	Cabinet	Consolidated
25	Military Department	Public Safety	Ben Gherezgiher	Military	
30	Alcoholic Bev Laws Enforce	Public Safety	Ben Gherezgiher	Safety/Security	
44	State Anatomical Board	Education	Ben Gherezgiher	Educ/Workforce Dev	Consolidated
47	Indigent Defense System	Public Safety	Ben Gherezgiher	Safety/Security	
49	Attorney General	Public Safety	Ben Gherezgiher	Safety/Security	
131	Dept of Corrections	Public Safety	Ben Gherezgiher	Safety/Security	
220	District Attorneys Council	Public Safety	Ben Gherezgiher	Safety/Security	
266	Okla Education Television Auth	Education	Ben Gherezgiher	Educ/Workforce Dev	
306	Pardon and Parole Board	Public Safety	Ben Gherezgiher	Safety/Security	
308	State Bureau of Investigation	Public Safety	Ben Gherezgiher	Safety/Security	
309	Dept of Civil Emergency Mgmt	Public Safety	Ben Gherezgiher	Safety/Security	
310	State Fire Marshal	Public Safety	Ben Gherezgiher	Safety/Security	Consolidated
342	Bd of Medicolegal Investigations	Public Safety	Ben Gherezgiher	Safety/Security	Consolidated
415	Council on Law Enf Edu & Trng	Public Safety	Ben Gherezgiher	Safety/Security	
477	Bureau of Narcotics	Public Safety	Ben Gherezgiher	Safety/Security	
585	Dept of Public Safety	Public Safety	Ben Gherezgiher	Safety/Security	
772	Board of Tests	Public Safety	Ben Gherezgiher	Safety/Security	
980	Grand River Dam Authority	Natural Resources	Ben Gherezgiher	Energy/Environment	
981	Municipal Power Authority	Natural Resources	Ben Gherezgiher	Energy/Environment	
20	Accountancy Board	Regulatory Svcs	Bryan Moore	Fin/Admin/IT	Consolidated
45	Board of Architects	Regulatory Svcs	Bryan Moore	Sec of State	
65	Banking Department	Regulatory Svcs	Bryan Moore	Fin/Admin/IT	Consolidated
90	Management & Enterprise Services	Finance & Admin	Bryan Moore	Fin/Admin/IT	
90	Div of Budget, Policy & Comm	Finance & Admin	Bryan Moore	Fin/Admin/IT	
90	DCAR - Div of Central Acctg & Rptg	Finance & Admin	Bryan Moore	Fin/Admin/IT	
90	HCM - Human Capital Mgmt	Finance & Admin	Bryan Moore	Fin/Admin/IT	
90	ISD - Information Services Div	Finance & Admin	Bryan Moore	Fin/Admin/IT	
140	St Bd of Podiatric Med Exam	Regulatory Svcs	Bryan Moore	Health/Human Svcs	
145	St Bd of Chiropractic Exam	Regulatory Svcs	Bryan Moore	Health/Human Svcs	Consolidated
148	Behavioral Health & Licensure Bd		Bryan Moore		
190	Cosmetology Board	Regulatory Svcs	Bryan Moore	Health/Human Svcs	
215	Board of Dentistry	Regulatory Svcs	Bryan Moore		Consolidated
285	Oklahoma Funeral Board	Regulatory Svcs	Bryan Moore		
296	Ethics Commission	Finance & Admin	Bryan Moore	Sec of State	Consolidated
298	Merit Protection Commission	Finance & Admin	Bryan Moore	Fin/Admin/IT	Consolidated
300	State Auditor & Inspector	Finance & Admin	Bryan Moore	Fin/Admin/IT	
343	Bd of Examiners of Perfusionists	Regulatory Svcs	Bryan Moore	Health/Human Svcs	
385	Insurance Dept	Regulatory Svcs	Bryan Moore	Fin/Admin/IT	
390	CompSource Oklahoma	Regulatory Svcs	Bryan Moore	Sec of State	
391	Multiple Injury Trust Fund	Regulatory Svcs	Bryan Moore	Fin/Admin/IT	Consolidated
405	Dept of Labor	Regulatory Svcs	Bryan Moore	Commerce	Consolidated
430	Dept of Libraries	Education	Bryan Moore	Sec of State	Consolidated
435	Lottery Commission	Regulatory Svcs	Bryan Moore	Fin/Admin/IT	
448	Bd of Lic Alcohol & Drug Counselors	Regulatory Svcs	Bryan Moore	Health/Human Svcs	
450	Bd of Med Licensure & Supv	Regulatory Svcs	Bryan Moore	Health/Human Svcs	
475	Motor Vehicle Commission	Regulatory Svcs	Bryan Moore	Fin/Admin/IT	Consolidated
509	Bd of Exam for Long Term Care	Regulatory Svcs	Bryan Moore	Health/Human Svcs	Consolidated
510	Board of Nursing	Regulatory Svcs	Bryan Moore	Health/Human Svcs	Consolidated
520	Optometry Board	Regulatory Svcs	Bryan Moore	Health/Human Svcs	Consolidated
525	Bd of Osteopathic Exam	Regulatory Svcs	Bryan Moore	Health/Human Svcs	
548	Office of Personnel Mgmt	Finance & Admin	Bryan Moore		

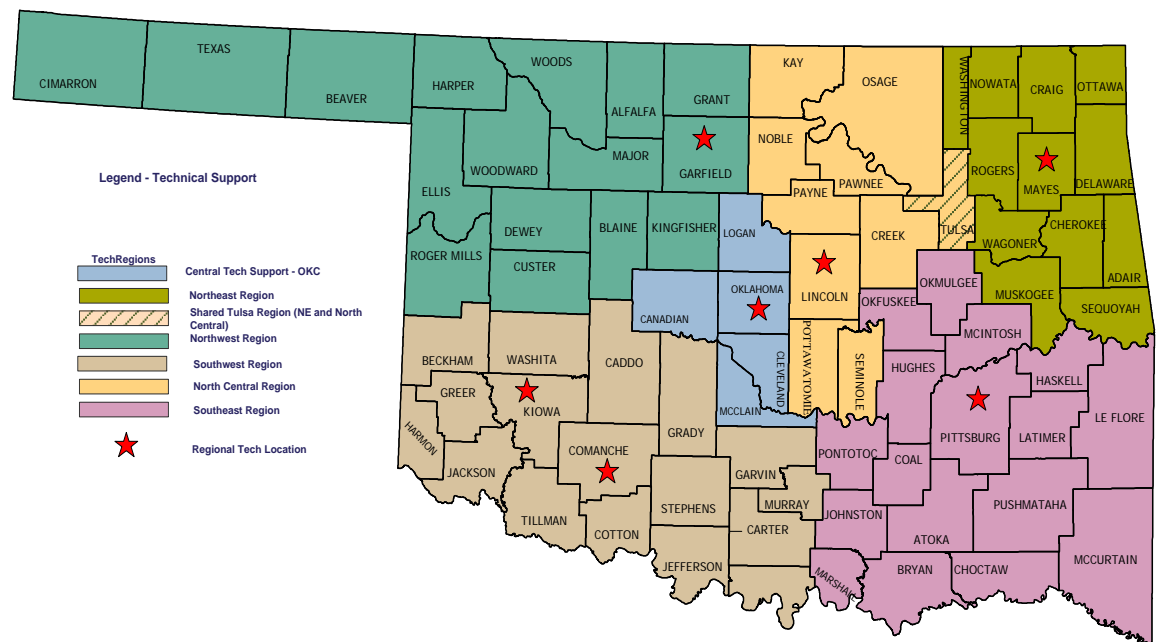
	Agency Name	Business Segment	Director	Cabinet	Consolidated
560	State Pharmacy Board	Regulatory Svcs	Bryan Moore	Health/Human Svcs	Consolidated
570	Prof Eng & Land Surveyors	Regulatory Svcs	Bryan Moore	Sec of State	Consolidated
575	Bd of Psychologists Examiners	Regulatory Svcs	Bryan Moore	Health/Human Svcs	Consolidated
580	Dept of Central Services	Finance & Admin	Bryan Moore		
588	Real Estate Commission	Regulatory Svcs	Bryan Moore	Sec of State	
615	Board of Regist Foresters	Regulatory Svcs	Bryan Moore		
618	Student Loan Authority	Education	Bryan Moore	Educ/Workforce Dev	
622	State Bd of Lic Social Workers	Regulatory Svcs	Bryan Moore	Health/Human Svcs	Consolidated
625	Secretary of State	Revenue	Bryan Moore	Sec of State	
630	Dept of Securities	Regulatory Svcs	Bryan Moore	Fin/Admin/IT	
632	Speech-Lang Pathology & Audiology	Regulatory Svcs	Bryan Moore	Health/Human Svcs	
635	Comm on Consumer Credit	Regulatory Svcs	Bryan Moore	Fin/Admin/IT	Consolidated
740	State Treasurer	Finance & Admin	Bryan Moore	Fin/Admin/IT	Consolidated
755	Used Motor Vehicle & Parts	Regulatory Svcs	Bryan Moore	Fin/Admin/IT	
790	Bd of Veterinary Medical Exam	Regulatory Svcs	Bryan Moore	Agriculture	Consolidated
22	Abstractors Board	Revenue	Dave O'Bryant	Fin/Admin/IT	Consolidated
60	Aeronautics Commission	Construction	Dave O'Bryant	Transportation	Consolidated
90	DCAM - Div of Capital Assets Mgmt	Finance & Admin	Dave O'Bryant	Fin/Admin/IT	
91	Building Bonds Commission	Revenue	Dave O'Bryant	Fin/Admin/IT	Consolidated
105	Capitol Improvement Auth	Revenue	Dave O'Bryant		Consolidated
160	Dept of Commerce	Revenue	Dave O'Bryant	Commerce	
170	Construction Industries Bd	Construction	Dave O'Bryant	Fin/Admin/IT	Consolidated
345	Dept of Transportation	Construction	Dave O'Bryant	Transportation	
346	Oklahoma Space Industry Dev Auth	Construction	Dave O'Bryant	Science/Tech	
370	Oklahoma Industrial Finance Auth	Revenue	Dave O'Bryant	Commerce	Consolidated
582	State Bond Advisor	Revenue	Dave O'Bryant	Fin/Admin/IT	Consolidated
628	Ctr for Adv of Science/Tech	Education	Dave O'Bryant	Science/Tech	Consolidated
695	Tax Commission	Revenue	Dave O'Bryant	Fin/Admin/IT	
753	Uniform Building Code Comm	Construction	Dave O'Bryant		Consolidated
900	Development Finance Authority	Revenue	Dave O'Bryant	Fin/Admin/IT	Consolidated
915	Capital Investment Board	Revenue	Dave O'Bryant	Fin/Admin/IT	Consolidated
922	Housing Finance	Revenue	Dave O'Bryant	Commerce	
978	Transportation Authority	Construction	Dave O'Bryant	Transportation	
199	Court of Criminal Appeals	Legal and Judiciary	Fonda Logston		
270	State Election Board	Revenue	Fonda Logston	Sec of State	
305	Governor	Revenue	Fonda Logston		Consolidated
369	Workers Compensation Court	Legal and Judiciary	Fonda Logston	Sec of State	
440	Lieutenant Governor	Revenue	Fonda Logston		
678	Council on Judicial Complaints	Revenue	Fonda Logston	Sec of State	Consolidated
38	Sorghum Commission	Natural Resources	Matt Singleton	Agriculture	Consolidated
39	Boll Weevil Eradication	Natural Resources	Matt Singleton	Agriculture	
40	Dept of Agriculture	Natural Resources	Matt Singleton	Agriculture	Consolidated
55	Arts Council	Education	Matt Singleton	Tourism	Consolidated
90	Central Purchasing	Finance & Admin	Matt Singleton	Fin/Admin/IT	
125	Dept of Mines	Regulatory Svcs	Matt Singleton	Energy/Environment	Consolidated
185	Corporation Commission	Regulatory Svcs	Matt Singleton	Energy/Environment	
204	JM Davis Arms & Hist Museum	Education	Matt Singleton	Tourism	
265	Dept of Education	Education	Matt Singleton	Educ/Workforce Dev	Consolidated
269	OK Comm for Teacher Prep	Education	Matt Singleton		
292	Dept of Environmental Quality	Natural Resources	Matt Singleton	Energy/Environment	
307	Interstate Oil Compact Comm	Natural Resources	Matt Singleton		Consolidated
320	Dept of Wildlife Conservation	Natural Resources	Matt Singleton	Energy/Environment	
350	Historical Society	Education	Matt Singleton	Tourism	
353	Horse Racing Commission	Regulatory Svcs	Matt Singleton	Agriculture	
359	Energy Resources Board	Natural Resources	Matt Singleton	Energy/Environment	

	Agency Name	Business Segment	Director	Cabinet	Consolidated
444	LP Gas Research, Mktg & Safety	Regulatory Svcs	Matt Singleton	Energy/Environment	
445	Liquefied Petroleum Gas Bd	Regulatory Svcs	Matt Singleton	Energy/Environment	Consolidated
535	Peanut Commission	Natural Resources	Matt Singleton	Agriculture	
563	Bd of Priv Vocational Schools	Education	Matt Singleton	Educ/Workforce Dev	Consolidated
566	Dept of Tourism & Recreation	Natural Resources	Matt Singleton	Tourism	Consolidated
568	Scenic Rivers Commission	Natural Resources	Matt Singleton	Tourism	Consolidated
619	Physician Manpower Trng Comm	Education	Matt Singleton	Educ/Workforce Dev	Consolidated
620	Quartz Mountain Center & Park	Education	Matt Singleton	Tourism	
631	Sheep & Wool Commission	Natural Resources	Matt Singleton	Agriculture	
645	Conservation Comm	Natural Resources	Matt Singleton	Agriculture	Consolidated
800	Career and Technology Edu	Education	Matt Singleton	Educ/Workforce Dev	
835	Water Resources Board	Natural Resources	Matt Singleton	Energy/Environment	
875	Wheat Commission	Natural Resources	Matt Singleton	Agriculture	Consolidated
880	Will Rogers Memorial Comm	Education	Matt Singleton	Tourism	
1337	ABLE Tech	Education	Matt Singleton		
92	Tobacco Settlement Endmt Trust	Health	Patsy Leisering	Health/Human Svcs	Consolidated
340	Dept of Health	Health	Patsy Leisering	Health/Human Svcs	
452	Mental Health & Substance Abuse	Health	Patsy Leisering	Health/Human Svcs	
650	Dept of Veterans Affairs	Health	Patsy Leisering	Veteran Affairs	
670	JD McCarty Center	Health	Patsy Leisering	Health/Human Svcs	
783	Community Hospitals Auth	Education	Patsy Leisering	Health/Human Svcs	
825	Univ Hospitals Authority	Eligibility & Ins	Patsy Leisering	Health/Human Svcs	Consolidated
831	Oklahoma Medical Center	Eligibility & Ins	Patsy Leisering		
90	EGID - Employees Group Ins Div	Finance & Admin	Sarjoo Shah	Fin/Admin/IT	
127	Comm of Children & Youth	Eligibility & Ins	Sarjoo Shah	Health/Human Svcs	Consolidated
290	Employment Security Comm	Eligibility & Ins	Sarjoo Shah	Commerce	
315	Firefighters Pens/Retirement Sys	Finance & Admin	Sarjoo Shah	Fin/Admin/IT	
326	Office of Disability Concerns	Eligibility & Ins	Sarjoo Shah	Health/Human Svcs	Consolidated
400	Office of Juvenile Affairs	Eligibility & Ins	Sarjoo Shah	Health/Human Svcs	
416	Law Enforcement Retirement Sys	Finance & Admin	Sarjoo Shah	Fin/Admin/IT	
515	Public Employees Ret Sys	Finance & Admin	Sarjoo Shah	Fin/Admin/IT	
516	State & Educ Empl Group Ins Bd	Finance & Admin	Sarjoo Shah	Fin/Admin/IT	
557	Police Pension & Ret System	Finance & Admin	Sarjoo Shah	Fin/Admin/IT	
715	Teachers Retirement System	Education	Sarjoo Shah	Fin/Admin/IT	Consolidated
805	Dept of Rehabilitation Services	Eligibility & Ins	Sarjoo Shah	Health/Human Svcs	
807	Health Care Authority	Eligibility & Ins	Sarjoo Shah	Health/Human Svcs	
815	Employees Benefits Council	Finance & Admin	Sarjoo Shah		
830	Dept of Human Services	Eligibility & Ins	Sarjoo Shah	Health/Human Svcs	

To accommodate this expansion in customer base, the Workstation Support Services team was divided into two groups – Regional Support and Central Support. Five remote regions were established with technicians assigned to each region. Technician locations include: Northeast (Pryor); North Central (Chandler); Northwest (Enid); Southwest (Lawton and Hobart); and Southeast (McAlester). The central part of the state, including the counties of Oklahoma, Logan, Canadian, Cleveland and McClain, became the sixth region and is supported by the central support team. Tulsa County is split between the Northeast and North Central regional technicians. Placing these technicians in strategic locations in the state minimizes the drive time required to arrive on-site. This has reduced travel time for some sites by as much as 4 hours. The time saved is significant when a site is down or critical functionality is lost.

The map below (Figure 12) depicts each region and the assigned technician’s base location:

Remote Regions Established with Technicians Assigned Figure 12



The functions of these regional technicians encompass:

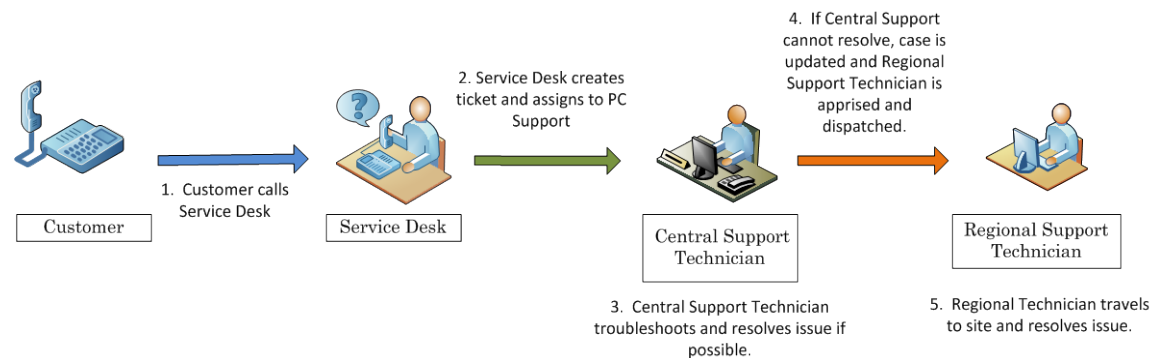
- issue resolution for PC’s, servers and network when hands-on/eyes-on support is needed;
- PC refresh activities including imaging, configuration and inventory control;

- assist with software deployment or individual software installation as requested; and
- perform general routine maintenance on equipment (the user is supplied with replacement equipment to provide temporary resolution for critical situations until a permanent solution can be implemented).

Because these regional technicians have a large geographical coverage area, it is not feasible to assign every problem from a remote location directly to the corresponding region’s technician nor is it cost-effective to have them dispatch immediately to a location without first performing over-the-phone troubleshooting. In order to maximize the regional technician’s time, all issues are first triaged by the central support staff and resolved, when possible, using various remote control tools at their disposal. OMES ISD has implemented Symantec’s Client Management Suite which allows central site technicians to connect to a remote computer on the network. With this product, they can perform troubleshooting and software installations as if they were physically at the computer. For workstations that are not a part of the domain, another tool at the disposal of desktop support specialists will allow them to perform the same actions securely over an internet connection.

When a problem cannot be resolved from central site and hands-on troubleshooting is required, the case is assigned to the regional technician. The central support staff that performed the initial troubleshooting provides a brief to the regional technician on the issue, advises the troubleshooting steps taken and what resolution steps are needed. Detailed notes are included in the case. The graphic below (Figure 13) illustrates the sequence of events in resolving issues in remote locations.

Sequence of Events in Resolving Issues Remotely Figure 13



Remote technicians are also supplied with spare equipment such as loaner workstations, parts for workstations, laptops and servers, monitors, keyboards and

network switches. Having this equipment readily available saves time when critical functionality has been lost at a customer location.

In the last quarter, technicians have also been placed on-site at customer locations in the Oklahoma City metropolitan area where the volume of CRM tickets merited a full-time technician. These locations include ODAFF Headquarters, Connors Office Building and Landmark Towers. These technicians serve the agency in which they are housed as well as small agencies in close proximity. This provides for more immediate assistance when time is of the essence. Ticket volumes are monitored and evaluated for need and utilization of all full-time technicians. Future plans call for regionalizing the Oklahoma City metropolitan area and placing technicians where there is a concentration of agencies and ticket volume is high enough to sustain a full-time employee.

As other agencies with statewide locations and existing field technicians are brought under the support of OMES ISD through consolidation, they will be incorporated into the regional support model with technicians added to most efficiently serve the growing customer base. This model will continue to evolve to meet the demands of the customers we serve.

In summary, customer service and support when an issue arises should not be any different for someone in Gotebo, Idabel, Miami or Boise City as it is for a customer down the street in the capitol complex. With the implementation of regional support, OMES ISD has taken the first step in making that a reality.

4 IT Procurement and the OpenRange Initiative

IT Procurement has improved our business plan to allow us to transition into a more valuable part of the organization and become more than a transactional step in the process. IT Procurement will continue to develop strategic partnerships with business and information technology customers as an integral part of the OpenRange initiative.

Our IT Procurement philosophy is to be seen as a strategic partner – not just a step for our customers in the process of getting what they need. We do this by making our processes simple, fast, scalable and valuable and continuously improving.

IT Procurement comes loaded with potential value. The biggest achievements will come from statewide contract expansion and opening up statewide contracts for use by affiliate customers. Another will be the establishment of a Vendor Alliance Program (VAP). IT procurement has already put in place the eProcurement module to enhance the controls to manage IT procurement and results in reduced resources per transaction.

Vendor Alliance Program

Development of the Vendor Alliance Program (VAP) is underway and will provide value with enhanced vendor partnerships and accountabilities. By working with current vendors and bringing new vendors on board to align them with the state's future IT goals, we will:

- establish vendor performance measurements;
- document/manage contractual expectations;
- provide escalation path for engineers; and
- explore value-added scenarios for Oklahoma.

During July and August this year the VAP hosted several vendor round tables for Oklahoma's IT vendor community to participate in a presentation that introduced and explained the OpenRange program. A total of 38 statewide contract vendors participated.

Vendor Communications

The IT Procurement wiki has been running since August 2012 and has provided a venue for the vendor community to review open solicitations and ask questions directly on the solicitation site. As of October 1, 2013, the open solicitations wiki is open for two-way communication with the vendor community. Vendors now have the ability to follow IT procurement solicitations, ask questions and receive answers directly back from the contracting officers.

The IT Procurement wiki can be found at:

<https://wiki.ok.gov/display/itprocurement/Home>. Vendors and any other interested parties are encouraged to visit the site often.



In February, Governor May Fallin introduced her OpenRange initiative as “a way to get more money into the classrooms by freeing up more dollars” during her State of the State address. OpenRange is a voluntary program and provides schools and other government affiliates with options for improved technology solutions. Affiliates are defined as any entity accepting tax revenue outside of the 132 executive branch agencies. OpenRange facilitates shared services with affiliates and reduces IT costs through shared IT procurement contracts.

The initial focus on schools and education affiliates was a result of the State’s IT consolidation activities with the State Department of Education. As the IT consolidation efforts expanded beyond education agencies, many more affiliate categories were identified and the scope of OpenRange expanded to include these additional affiliates. Since that time, OpenRange has been promoting existing statewide IT contract purchasing power to cities, counties, conservation districts, medical facilities and tribes as well as school districts.

OpenRange is also working to identify and negotiate new statewide IT contracts that will be useful to both affiliates and state agencies. Expanding the amount of statewide contracts available greatly improves the buying power of taxpayer funded agencies.

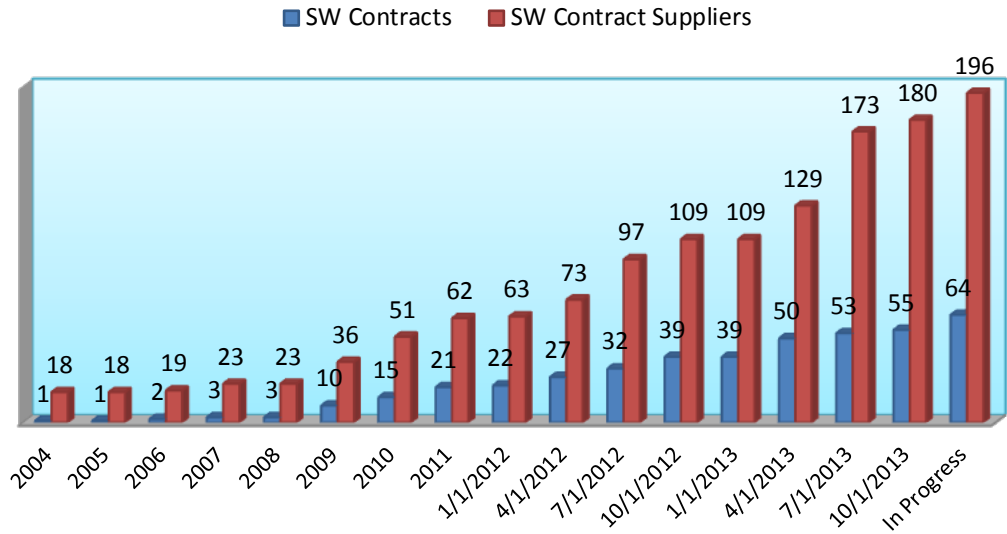
Statewide Contract Expansion

Statewide contract expansion is a key area of focus for the IT Procurement team. Statewide contract expansions provide our customers with competitively bid goods and services and also provide a revenue stream for our division.

Figure 14 represents the IT statewide contract growth since 2004:

Statewide IT Contract Growth

Figure 14

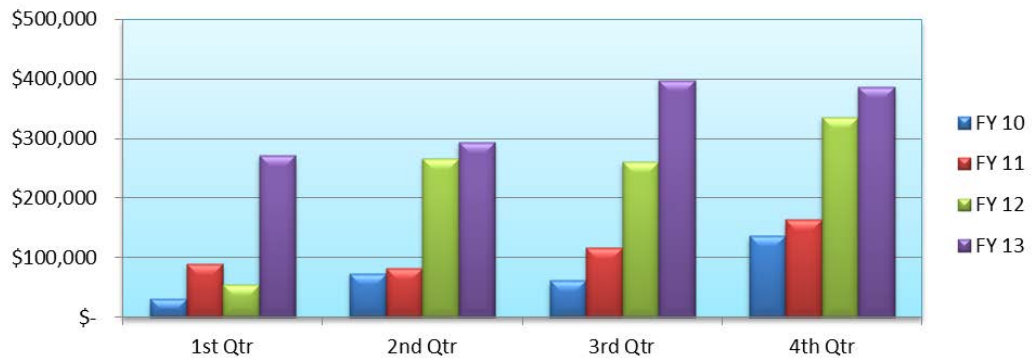


IT Statewide Contract Revenue

IT Procurement contracting includes provisions for the collection of administrative fees to be paid based on percentages of sales. This revenue is used to offset the costs of the staff required to administer these contracts. Figure 15 shows the statewide IT contract revenue by quarter.

Statewide IT Contract Revenue

Figure 15



ePro Timeline

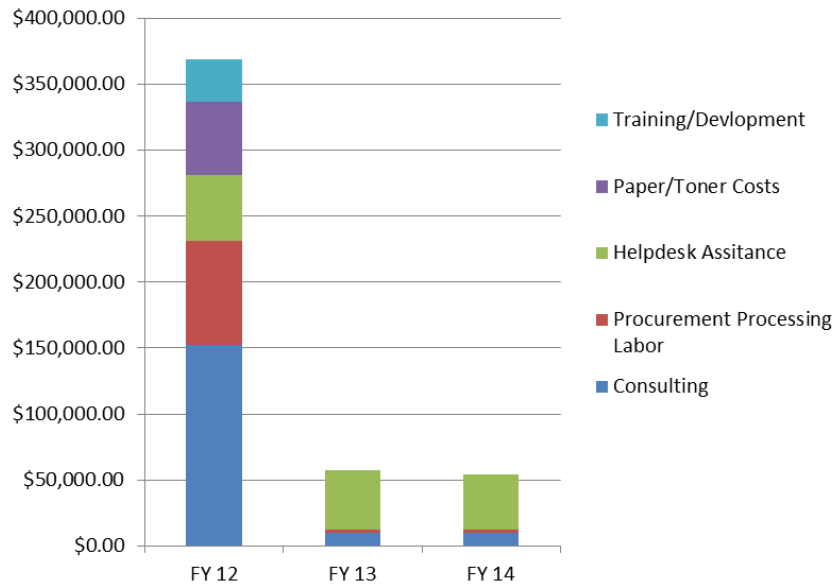
In July 2012, the electronic requisitioning (ePro) PeopleSoft module was implemented and IT approvals are now being done for all agencies electronically.

The paper process was discontinued for all agencies in August 2012. There are several agencies that still rely on the paper process because they have not implemented the PeopleSoft system. OMES ISD procurement still processes paper requisitions for those agencies.

During calendar year 2012, OMES ISD procurement processed a total of 6,377 paper requisitions. In contrast, OMES ISD procurement has only processed 185 total paper requisitions from January 2013 to October 11, 2013, as a result of the ePro implementation.

Implementation of this module has streamlined and made procurement more efficient. ePro now allows the state an official method of storing and retrieving procurement documents which has eliminated mountains of paper and has saved time and resources.

ePro Cost Benefit Analysis Figure 16



The Cost Benefit Analysis indicates the FY12 expenses incurred with the consultants to implement and configure the ePro module in PeopleSoft and thus the initial costs were higher. Subsequent years will be maintenance costs only.

OMES ISD IT Procurement performed the critical task of creating the ePro training materials and manual. Live ePro training classes were also held to assist agencies' personnel with the mandatory conversion to the ePro system.

In addition to lowering the transactional costs of processing requisitions, we have raised the value of IT Procurement by providing agencies a vehicle to pre-encumber funding, generate digital audit trails and create online data storage.

5 Conclusion

This concludes the Year 3 Quarter 1 quarterly report (No. 8) of progress on HB 1304 and IT transformation. The next report will be posted for the period through January 31, 2014.

Please direct any questions regarding this report to Alex Pettit, Chief Information Officer, State of Oklahoma, at alex.pettit@omes.ok.gov.

The archive of the quarterly reports on IT consolidation can be found at:

http://www.ok.gov/cio/Policy_and_Standards/Progress_on_Consolidation_Reports.html

