

**Wyoming Department *of*
Enterprise Technology Services
Programs
FY 2014 - 2017**
W.S. 28-1-115(a)(ii)(B)

Flint Waters, Director
Emerson Building, 2001 Capitol Avenue
Cheyenne, WY 82002



Programs

FY 2014 - 2017

1. Introduction

Information Technology (IT) is in the unique position of having to innovate while simultaneously planning obsolescence of the latest invention in order to avoid becoming an indentured servant to technology as it ages. Therefore, the State Chief Information Officer (CIO) carries the mandate to guide IT through periods of creative destruction and disruptive innovation.

As part of the Wyoming Department of Enterprise Technology Service's strategic plan, programs are outlined as required by W.S. 28-1-115(ii)(B). It states the relative priority each current or proposed program bears with regard to all other programs and objectives within the Agency. These programs are based on and align with the Department's FY 2015-2016 Biennium Budget.

II. Enterprise Operations

The core message for an Information Technology (IT) service agency should focus on the Enterprise. In this context, the Enterprise focus means solutions that serve well across agencies, perhaps by looking at the best solutions across the State and considering how those solutions might better serve the larger IT community. While there have been some impressive developments throughout Wyoming, we do not always recognize our successes and foster their adoptions on the larger scale. This same concept applies to how we solve network challenges, coordinate support for citizens from one agency to another, or in how we best develop our employees to increase their contribution and value to our State.

We have not done a good job in articulating the absolute need for Enterprise Information Technology (IT) requirements and utility consolidation efforts in the past. Individual agency IT requests have been duplicated from agency to agency or have replicated central IT utility services. With the reduced revenue forecast and economic challenges, investing in consolidated, statewide (i.e. Enterprise) solutions versus individual agency solutions becomes increasingly important.

These Enterprise IT requirements have been demonstrated repeatedly; in both private and public sectors, to save time, money and improve efficiencies. The requirement and the need to sustain the State's IT Enterprise operations, reduce IT costs and improve efficiencies and security will not go away.

Information Technology and Data Governance

ETS is responsible for implementing and maintaining an information technology governance program for the Executive Branch State agencies as mandated in W.S. 9-2-2906 (b) (ii).

Information Technology and Data Governance identifies the decision rights and accountability framework to encourage desirable behavior in the use of IT. The Information Technology and Data Governance Model strives to formalize and clarify oversight, accountability and decision rights.



Quality Management

In W.S. 9-2-2906 (b) (xiv), ETS is tasked with establishing a quality management model to ensure 1) agencies and staff have a method to provide feedback regarding the technology services they are receiving; 2) training is being provided on data privacy, protection and use; and 3) we are collaborating with agencies in assessing their needs, successes and improvement areas. The information gathered is used for continuous improvement purposes.

Performance excellence is an integrated performance management approach based on continuous improvement leading to outstanding results. It's a fundamental orientation and a systematic approach to leadership, planning, customers, workforce, processes, learning and results. The criteria used can be adapted to fit our unique challenges and culture, evaluate performance, assess where improvements or innovation are best focused, and achieve the intended results.

III. Enterprise Core Services

ETS provides basic utility services to State agencies including network services and technical support through a centralized call center. Technical support ranges from desktop support to equipment repair. Supported equipment consists of personal computers, printers, monitors, typewriters and miscellaneous peripheral equipment. We provide on-site technicians, that are systematically updated, trained and certified by major equipment manufacturers to provide warranty hardware services on computers and printers. The Service Delivery teams provide agencies with primary and secondary system support. Services provided vary depending on agency individual needs. For agencies that have limited or no in-house IT staff or expertise, ETS provides total support. For agencies with in-house IT staff, ETS provides access to skills to supplement the staffing on site. The services provided include: antivirus support, application support, documentation, equipment deployment, needs analysis, network administration, server management and printer support.

Statewide Longitudinal Data System (SLDS)

ETS was allocated funds and resources to complete a needs assessment and phase I implementation of a SLDS. The purpose of the Wyoming P-20 SLDS is to establish the data cohesion and integration across the multiple agency systems to allow a system to be developed to store high-quality longitudinal data, that provides accurate information on how individual students or aggregates of students, are doing over time, from pre-kindergarten through 12th grade and into post-secondary education and careers. This data, known as longitudinal data, can give policymakers and educators the type of information they need to assess the effects of their reform policies and programs efforts, and adjust policies and practices to improve student achievement. This data should include alternate pathways into careers including certificate programs and apprenticeships, as well as college and university attendance. The various source systems making up the comprehensive SLDS system retain their own internal data governance, source systems and data collections, and only data that is shared falls under the umbrella of the SLDS.

IV. IT Enhanced Services

ETS provides numerous enhanced services that an agency can subscribe to and utilize. By offering these enhanced services/solutions for State agencies, we are encouraging consolidation and continue



to develop, build and maintain enterprise technology solutions for all customers. The enhanced services include, but are not limited to:

- Physical Server Consolidation through the use of the private cloud virtualized servers/backup and recovery services/storage solutions/Citrix application virtualization.
- Data Center Operations - physical servers that cannot be virtualized are housed in an environmentally secure data center.
- Master Service Agreement Program - provides for technical staff augmentation through professional service contracts between State agencies and vendors.
- Project Management Office (PMO) - provides training, tools, resources, guidance and oversight to IT projects within the State.
- Software Development and Solution Integration - provides custom development, database support and Custom-Off-The-Shelf (COTS) software solutions for State agencies.
- Enterprise Hosting Services - state of the art cloud database solution and enterprise web hosting farms.
- Unified Communications and Collaboration - telecommunications services that include (desk phones, voice mail, cellular devices, teleconferencing, long distance, language translation services, etc.).

Direct Bill

The direct bill concept was created for the purpose of facilitating the placement of non-generally funded IT positions involved in the overall IT consolidation effort into the ETS budget. Positions and their associated funding placed in the IT Consolidation column of this unit reflect non-generally funded positions from various other State agencies, that are being proposed for consolidation and placement within the direct billing portion of the ETS operation.

V. Depreciation Reserve

ETS depreciates all equipment over \$5,000.00, that is purchased with internal service fund monies. This reserve unit allows ETS to collect the depreciation and then through the Legislative process, ask for the spending authority to utilize these depreciation reserve funds on replacement equipment.

VI. Wyoming Equality Network (WEN) Infrastructure

The Wyoming Equality Network Infrastructure (WEN) provides the network infrastructure required to facilitate educational data collection and reporting. The WEN is also the means for a standard State student numbering system and provides a means for other State entities to purchase connectivity at a substantially reduced rate. The WEN infrastructure provides high speed, secure and efficient network connectivity for public education. It supports the Wyoming Education Technology Plan by providing continued support and maintenance of the data and video infrastructure for the 48 school districts, the Wyoming Boys School, the Wyoming Girls School, the community colleges, and video at the University of Wyoming.

VII. Conclusion

The State of Wyoming has consolidated common IT services to ETS and has moved to a collaborative communication system through Google Apps for Government over the last couple



years. A government cloud solution has been implemented, dramatically reducing the number of physical servers in use throughout State agencies and efforts are underway to move to a Unified Network for public schools and State use. Further, Wyoming is welcoming the construction of a new Microsoft data center, joining the recently opened National Center for Atmospheric Research in Cheyenne.

ETS is committed to meet expectations established in W.S. 9-2-2901 through 9-2-2907.

