



Information Technology Shared Services Overview



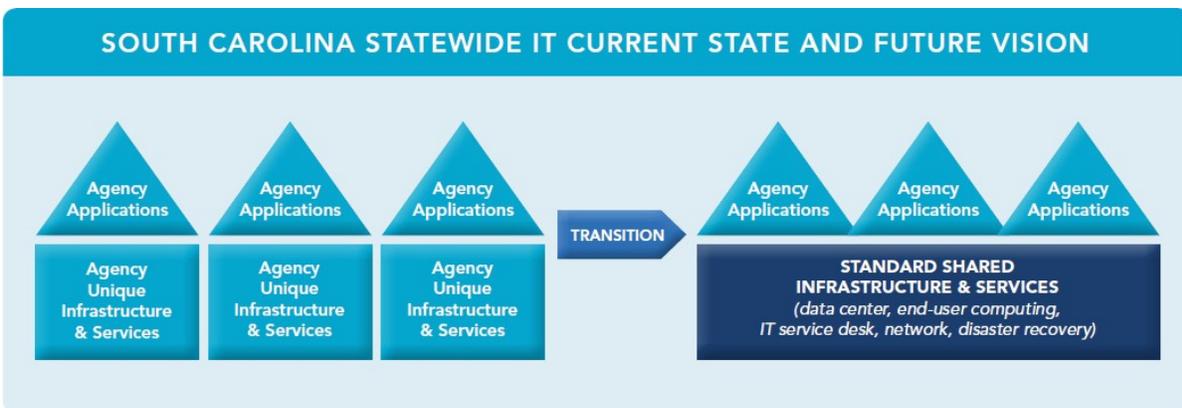
IT Shared Services General Summary:

In January 2016, Executive Order 2016–07 was issued which requires cabinet agencies to use shared services to meet agency information technology (IT) needs through the implementation of the Statewide Strategic Information Technology Plan. The goal of the plan is to enhance the services agencies provide to citizens, through the adoption of more efficient, cost-effective, innovative and secure methods.

In 2017, Proviso 117.121 of the 2017–2018 General Appropriations Act and subsequent General Appropriations Acts, requires all state agencies to use shared services as they become available and, in a sequence, determined by the South Carolina Department of Administration’s (Admin) Division of Technology Operations (DTO). In accordance with the proviso, Admin is required to report agency compliance to the Chairman of the Senate Finance Committee and the Chairman of the House Ways and Means Committee.

As agencies align with the Executive Order and Proviso, and as DTO collaborates with state agencies, this effort will help streamline IT services throughout the state and help each agency further advance its mission while ultimately benefiting the citizens of South Carolina.

Overview of Shared Services:



With the creation of Admin, the state of South Carolina benefited from a unique opportunity to examine its IT functions using a statewide perspective. Government is ultimately accountable to its citizens, and as such, must examine its costs, processes and service delivery methods to ensure the most reliable, efficient and secure services are delivered to citizens. This examination cannot be done in a vacuum but instead must be accomplished by bringing all agencies together. Admin provides the vehicle for government and stakeholders to come together to collaborate and partner to improve the services provided to the people of South Carolina.

Under the Statewide Strategic Information Technology Plan, Admin serves as the IT shared services organization to ensure reliable IT infrastructure services — such as data center, end-user

computing, service desk and network services — are provided on behalf of the state. Admin also functions as a service coordinator to match agency needs to the best services available, whether such services are delivered through state resources or via an external provider. It is important to note that state agencies will continue to be responsible for their own applications under this new model.

Initial implementation of the Statewide Strategic Information Technology Plan has produced greater IT-related cost savings and enhanced the security of the state’s systems and data. Admin-led IT Shared Services governance groups allow multiple agencies to participate in the recommendations for shared services, standards and oversight for statewide IT and security.

One of the first IT shared services to be implemented is the consolidation of agency IT infrastructure to a centralized data center. Numerous studies have not only shown the potential for significant cost savings through a common shared infrastructure, but they also cited security concerns with “islands of computing” across numerous state agencies. Over the last year, multiple state agencies have successfully transitioned to the State Data Center.

It is important to note that Admin will not always serve as the technology service provider in this model, but instead will seek to understand agency needs and then work with each agency to help develop the necessary IT solutions.

Shared Services:



Protecting citizen data and all of the state’s information assets continues to be a top priority for all shared services. The vision for the state is to identify new potential security threats and take the necessary steps statewide to ensure such threats are mitigated and our information assets remain secure. To achieve this, the state will continue to focus on evolving statewide standards for information protection, identifying and deploying security solutions that can be leveraged across the state, and assisting agencies in maturing their information security capabilities.

The citizens of South Carolina expect reliable IT systems. The goal of the state is to simplify information technology that is common across agencies and deliver efficient capabilities through a shared services model. Services will be developed with agency requirements at the forefront and

orchestrated by a single shared services organization. The shared services organization will be responsible for ensuring the optimal methods for delivering such services and will be held accountable for service performance and value. Service management and support processes will be matured and leveraged across the entire state, leading to improved quality and reliability.

Citizens and businesses have growing expectations when it comes to the accessibility of government services. More and more, people expect access on a 24/7 basis and through a variety of channels, whether it be through a customer portal, automated voice systems, or applications accessed via mobile devices. Under the existing model, each agency must find its own solutions for not only how to best provide citizen access, but also to ensure such solutions are robust and scalable to meet the needs of the citizen population. A common IT infrastructure will provide an important foundation upon which the state and its agencies can begin to build the capabilities necessary to provide cross-agency, collaborative services for citizens.