



Information Technology Shared Services Governance Overview



Overview of IT Shared Services Governance:

An IT Shared Services Governance process was established to help ensure the goals of the Statewide Strategic Information Technology Plan are achieved and a statewide view of agency requirements are captured. Shared services governance is an essential component for the on-going adoption, refinement and implementation of the IT strategic plan. Such governance formalizes and enables continued participation and collaboration among agencies and the shared services organizations to strengthen statewide decision-making, achieve greater value from IT investments, and improve overall IT security, reliability and effectiveness.

The shared service governance groups, designed to represent the diversity of the state and the missions of the agencies, provide both a strategic and program level focus to shared services. Governance ensures a process to appropriately, and effectively, manage critical strategic and operational priorities and decisions. IT governance is broadly defined by three key elements: What decisions need to be made? Who has decision and input rights? How are the decisions formed and enacted?

In the spring of 2016, Admin established a series of governance groups designed to foster stronger relationships and collaboration among agencies as the state began the implementation of the IT Shared Services model. These governance groups include the following:

- ▶ **Executive Oversight Group** — Establishes the IT shared services direction for the state.
- ▶ **Agency Work Group** — Assesses the IT needs of state agencies.
- ▶ **Technology Work Group** — Evaluates technology services and ensures compliance with security and regulatory standards.
- ▶ **Security and Architecture Review Board** — Determines the security, privacy and technology direction and standards.

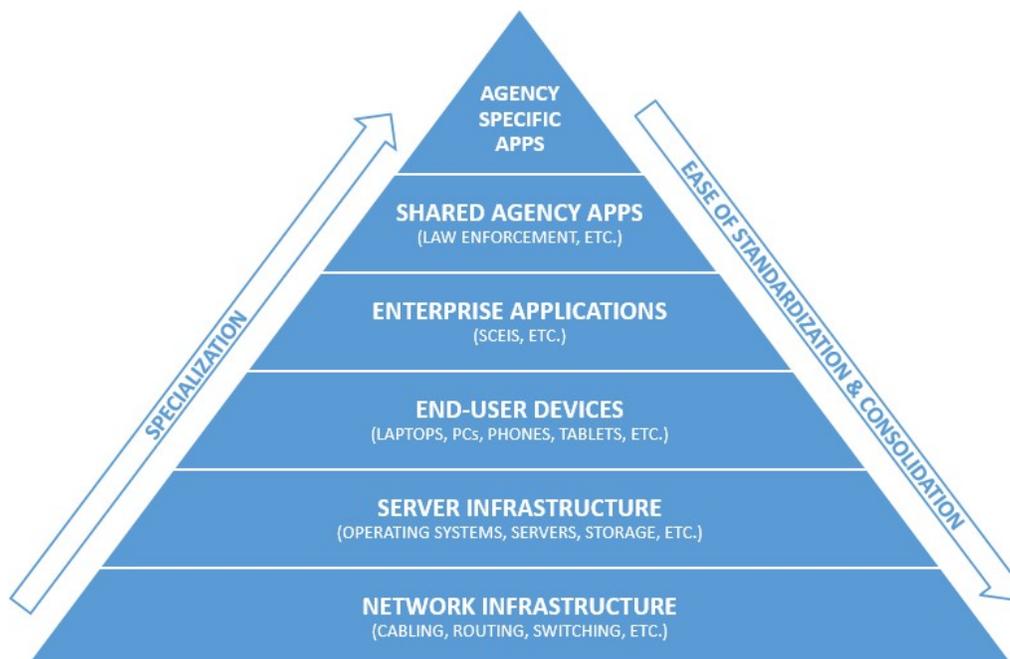
Reports to Executive Director of Administration



Each governance group — which includes representatives from a variety of agencies, diverse in size and scope — meets to provide guidance and feedback on the implementation of the IT Shared Services model and serve as a resource for agencies while capturing their thoughts and concerns.

A key component to align the state to shared services is through standardization. The governance groups published the End-User Computing Device Standard, which includes such devices as desktops, laptops and tablets. With a common standard across state agencies, Admin can negotiate much lower prices. Over time, the shared services IT governance groups will publish additional standards.

The triangle below illustrates the concentration of this model — standardizing and consolidating the most commonly utilized IT services. This approach allows agencies to maintain control and oversight of their specific applications.



The governance groups established the following recommendations in regard to drivers and criteria for the transition to shared services.

Drivers for Change to IT Shared Services

- ▶ Improved cost efficiency and effectiveness.
- ▶ Improved security.
- ▶ Improved disaster recovery.
- ▶ Improved operational and service efficiency.
- ▶ Improved high-level customer satisfaction.
- ▶ Increased Innovation to better serve the state

Criteria to prioritize agency transitions

- ▶ Major compelling events (such as growth, refresh, consolidation, risks, mandates, etc.).
- ▶ Degree of alignment with DTO services, security and technology capabilities.
- ▶ Criticality of information technology to achieve agency missions.
- ▶ Complexity and level of effort required to transition.
- ▶ Agency readiness to transition.
- ▶ Quick win potential.

The IT planning process is an essential part of the state's ability to deliver consistent and reliable services while achieving the goals of the Statewide Strategic Information Technology Plan.

Prioritized Shared Services:

In addition to the benefits that technology standardization brings to statewide-shared services, governance groups recommend the priority criteria and priority services using data collected as part of the IT planning data collection process. This data informs the governance groups of high-risk agencies and services. The governance groups first recommended the high-risk agencies begin consuming Hosting Services.

