The State of Oklahoma

PROGRESS ON UNIFICATION

Quarterly Report

GREETINGS,

As Oklahoma's Chief Information Officer, I lead a team that is always focused on moving forward. It's a big part of our mission, to keep finding ways to reduce and stabilize the state's information technology costs. With continued budgeting limitations, doing our part in helping the state is even more of an imperative.

But from time-to-time, and often more than we do, it's important to look back on our successes at the Office of Management and Enterprise Services Information Services. It's important to talk about our wins.

Such perspective deepens our knowledge, and it also reminds us what we learned from failure that brought us that win.

The first story in this quarterly shows just that. Our work unifying with the Oklahoma Board of Nursing didn't get off to as smooth a start as we might have wanted. But hard work and correcting those problems ultimately brought us a big win — "A 180-degree turnaround," in the words of that agency's executive director.

It's those types of wins that we want to remember as we move forward with the statewide legislatively mandated IT unification, an effort that has so far brought more than an estimated $100 million in projected savings or reduced spending.

We're not near done moving forward, either. The second story in this quarter's report will showcase some of our efforts to make the state's data more retrievable to those that need it and safer from cyberattack.

Let's not forget how far we've come, learn from failure, remember our wins and always move forward.

Respectfully,

Bo Reese
Chief Information Officer

TABLE OF CONTENTS

1 Failure to Success: Nursing Board Turnaround

The news wasn't good. There was no way to sugarcoat the audit. It was bad.
Two years later, it was just the opposite.

When the state auditor and inspector released his agency's judgment in September 2013 on the Oklahoma Board of Nursing's voluntary consolidation of its information technology with OMES Information Services, it wasn't good.

"Our objective examination suggests that if OMES ISD was a private vendor, the substandard service level provided to OBN quite possibly would result in termination of the IT service agreement. If the Board and agency management opt to continue the agreement, the responsibility to correct service quality deficiencies clearly rests with OMES ISD."

It was a stinging rebuke.

It was an obvious call to action.

And it was answered.

"From that audit until now, it's just been a 180-degree turnaround," nursing board Executive Director Kim Glazier said.

"The whole OMES team was involved in taking the steps to address the auditor's concerns," she said. "Working with OMES on the action plan they developed has been a very positive experience."

Improved Audit

In January, State Auditor and Inspector Gary A. Jones released a follow-up audit concluding that all issues had been addressed and identifying five key improvements.

- Network uptime and Internet connectivity for nursing board staff improved dramatically. Access problems decreased from 21.5 percent to 7.5 percent of working days.

- Service Desk response and resolution times improved — late responses declined by 69 percent, and late resolutions decreased by 42.8 percent.

- OMES implemented security provisions to ensure employees are not granted inappropriate access to documents.

- OMES updated the nursing board's disaster recovery plan and IT-related policies and procedures.

- OMES and the nursing board's management discussions and expectations are adequately documented in written agreements.

"We saw the first audit and we got to work," Oklahoma Chief Information Officer Bo Reese said. "We learned from our failures, and what we have now is a workable system in place that benefits the Oklahoma Board of Nursing and the citizens of Oklahoma."

More Success

Recently, OMES has also helped the nursing board with computer security and upgrades to meet the requirements for implementing the federal criminal background and fingerprint process.

"They certainly did well within our agency," Glazier said. "They helped set up a stand-alone computer that meets all federal requirements."

The effort was led by Oklahoma Chief Information Security Officer and Cyber Command Director Mark Gower and his Cyber Command team at OMES Information Services.

"Mark was always available," Glazier said. "They immediately responded and assisted us. It was a very positive result and a very positive (federal) audit."

Glazier added that OMES has been "responsible and professional" while working on all the nursing board projects.

"They made the process enjoyable because we don't like to work with computers. We're not technical computer people," she said. "They took the angst away."

2

Unification to Innovation

When statewide legislatively mandated information technology unification began, the immediate goal was saving money — so far there's been an estimated $100 million plus in projected savings or reduced spending.

As unification has taken hold, state agencies, employees and everyday Oklahomans will begin to see more benefits — ease of work and more reliability for employees, and increased access to services and greater transparency for the public.

"All in one place. I think that's where we're headed," OMES Information Services Director of Technology Services Dustin Crossfield said.

Three cloud-based projects — email, phones and storage — in the works highlight that future.

"All of that is a product of unification," Crossfield said. "As individual agencies we would never have gotten to where we are now, ready to work on these projects."

Email Improvements

OMES IS is developing Office 365 with email exchange service that sits in the cloud to make it easier to receive and respond to messages. The idea is to allow users to get files from places other than the office, and it saves the state money, Crossfield said. Storage is in the cloud, so if normal service is interrupted, email access should not be.

Soft Phone

The Unified Communications Phone Project is also cloud-based, decreasing the need for on-site infrastructure. With little investment, technology is also guaranteed to be updated regularly. It will eventually allow for a "soft phone," which can live on any cell device, tablet or personal computer. The increased accessibility for call centers will save money and improve citizens' communication with state agencies by, among other things, allowing for callbacks rather than hold waits.

Cloud Storage

Cloud storage of state data will increase capacity and speed service, making it more available to users. As with other solutions, this allows employees to be mobile and still stay connected. "The real power of unification is by using economies of scale we can really be an innovator," Crossfield said. "It's allowing us to move to a digital government, with one portal for users to interact with government."

3

Summary of Unification

Consolidation Project Savings

Agency Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
ABLE Commission Consolidation	Completed					$1,384.10	$119,254.34
AG HelpDesk Transition	Completed		$3,086.25	$3,240.56	$3,402.59	$3,572.72	$3,751.36
Agriculture Dept Consolidation	Completed		$120,055.98	$125,644.48	$125,644.48	$125,644.48	$125,644.48
AIICM	Completed	$34,311.00	$48,511.00	$41,411.00	$41,411.00	$41,411.00	$41,411.00
Banking Department	Completed	$7,250.79	$7,250.79	$7,250.79	$7,250.79	$7,250.79	$7,250.79
Behavioral Health Licensure Consolidatoin	Completed			$1,857.25	$3,450.25	$3,450.25	$3,450.25
Board Member/1st Yr Superintendent Points	Planning				-$9,216.64	$3,494.17	$3,439.43
Board of Nursing	Completed	-$15,542.76	-$9,744.76	-$15,244.76	-$15,244.76	-$15,244.76	-$15,244.76
Boll Weevill Consolidatoin	Completed			$61,591.16	$61,591.16	$61,591.16	$61,591.16
Capitol Improvement Authority	Completed	-$1,601.04	-$1,052.04	-$1,052.04	-$1,052.04	-$1,052.04	-$1,052.04
Career Technology Consolidation	Execution					$86,166.67	$91,848.52
CareerTech Independent Contractor Consolidation	Completed		$39,960.00	$39,960.00	$39,960.00	$39,960.00	$39,960.00
CareerTech Position Consolidation	Completed		$98,150.00	$98,150.00	$98,150.00	$98,150.00	$98,150.00
Children & Youth Commission	Completed		$107,390.89	$90,890.89	$90,890.89	$107,390.89	$90,890.89
Chiropractic Examiners Consolidation	Completed		-$2,524.00	-$2,524.00	-$2,524.00	-$2,524.00	-$2,524.00
COMIT Telemanagement Billing Module	Completed		$60,675.00	$123,925.00	$123,925.00	$123,925.00	$123,925.00
Commerce IT Stabilization	Execution					$52,779.02	$40,459.02
Conservation Commission Consolidation	Completed		$14,575.00	$14,575.00	$14,575.00	$14,575.00	$14,575.00

Agency Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
Decommission MidCon	Completed		$113,160.00	$113,160.00	$113,160.00	$113,160.00	$113,160.00
Decommission Unused Software - Infrastructure	Completed			$88,983.74	$88,983.74	$88,983.74	$88,983.74
Denistry Board Consolidation	Completed		-$2,529.00	-$3,857.00	-$3,857.00	-$3,857.00	-$3,857.00
Department of Commerce Consolidation	Completed			$0.00	$253,462.05	$17,203.55	$8,903.55
Department of Libraries Consolidation	Completed		$115,599.00	$115,599.00	$110,099.00	$110,099.00	$115,599.00
Department of Transportation Consolidatoin	Completed			$12,265.50	$272,462.75	$362,461.75	$362,460.75
Dept of Central Services	Completed	$37,193.67	$9,054.50	$14,554.50	$9,054.50	$9,054.50	$3,554.50
Dept of Corrections HCM	Completed	-$132,472.00	$93,753.00	$234,892.00	$234,892.00	$234,892.00	$234,892.00
Dept of Tourism	Completed	$93,606.70	$94,406.70	$93,726.70	$93,726.70	$93,726.70	$93,726.70
DEQ - Position Cost Cost Savings	Completed		$113,475.00	$113,475.00	$113,475.00	$113,475.00	$113,475.00
Disaster Recovery Services	Completed	$247,344.00	$419,245.00	$203,524.00	$203,524.00	$203,524.00	$203,524.00
DOC - Re-organization	Completed		$140,570.00	$140,570.00	$140,570.00	$140,570.00	$140,570.00
DPS E-Seek Barcode MSR Reader Solution	Completed			$4,452.00	$4,452.00	$4,452.00	$4,452.00
Educational Quality and Accountability Unification Project	Completed				$3,743.80	$14,208.97	$14,208.97
EGID - Manage Engine Renewal	Completed			$4,148.00	$4,148.00	$4,148.00	$4,148.00
EGID Consolidation	Completed			$60,500.00	$1,233,192.60	$1,584,005.78	$1,584,005.78
Eliminate Unused Software - Shared Services*	Completed		$125,204.00	$128,960.00	$132,829.00	$136,814.00	$140,918.00
Employee Benefits Council	Completed	$150,114.51	$214,083.65	$208,583.65	$214,083.65	$208,583.65	$214,083.65
Employee Benefits Div - VM Ware	Completed			$5,357.00	$5,357.00	$5,357.00	$5,357.00
Fiber - Classen Buildings	Completed		-$33,335.80	$14,592.00	$14,592.00	$14,592.00	$14,592.00
Fiber - First National Building	Completed	$11,895.39	$49,115.40	$49,115.40	$49,115.40	$49,115.40	$49,115.40
Fiber - LandMark Tower	Completed		-$49,513.89	$14,820.72	$14,820.72	$14,820.72	$14,820.72
Fiber - Professional Engineers & Land Surveyors	Completed		-$29,921.80	$4,164.00	$4,164.00	$4,164.00	$4,164.00
Fiber Optic Asset Tracking System	Completed			$6,292.16	$2,453.94	$2,453.94	$2,453.94
Health Department Consolidation	Completed		$60,000.00	$1,431,406.14	$169,473.80	$597,779.92	$597,779.92
Health Department Network Consolidation	Completed		$1,822,537.00	$1,437,627.00	$1,437,627.00	$1,437,627.00	$1,437,627.00
Health Department Printer Optimization*	Completed		$342,190.43	$362,190.43	$362,190.43	$362,190.43	$362,190.43
IPSH Health Exchange Information	Completed			$74,000.00	$196,100.00	$196,100.00	$196,100.00
ITSW1004 Cable Materials and Accessories	Completed			$2,604,000.00	$0.00	$0.00	$0.00
ITSW1024 Encrypted Email Software	Completed			$54,000.00	$5,400.00	$5,400.00	$5,400.00
ITSW1030 Good Technology RFP	Completed			$5,340.00	$5,340.00	$5,340.00	$5,340.00
Labor Department	Completed		$86,293.24	$83,813.61	$86,924.59	$95,628.90	$93,429.34
LIMS - Laboratory Information Management System	Completed			$580,056.04	$116,034.16	$116,034.00	$116,034.16
Live Scan Fingerprinting System	Completed			$45,000.00	$45,000.00	$45,000.00	$45,000.00
Medical Claims Clearinghouse	Completed			$48,000.00	$28,200.00	$28,200.00	$28,200.00
Medical Examiners Consolidation	Completed		$13,932.00	$8,432.00	$13,932.00	$8,432.00	$13,932.00
Medicolegal Inv.- Software for LC/MS Liquid Crystal/Mass Spectronomy	Completed			$357,932.76	$0.00	$0.00	$0.00
Mines Department	Completed		-$10,913.04	-$16,413.04	-$16,413.04	-$10,913.04	-$16,413.04
Multi Injury Trust Fund IT Consolidation Project	Completed			$1,461.00	$6,461.00	$1,461.00	$1,461.00
ODAFF - Oracle Licensing Application	Completed			-$7,470.00	$5,028.00	$5,028.00	$5,028.00
ODOT Video Editing System	Completed			$29,669.75	$0.00	$0.00	$0.00
ODVA HelpDesk Transition	Completed		$145,700.00	$145,700.00	$145,700.00	$145,700.00	$145,700.00
Office of Personnel Management	Completed	$70,595.68	$77,932.68	$77,045.68	$70,745.68	$70,745.68	$70,745.68
OHCA Consolidation	Planning				$654,792.17	$654,792.17	$654,792.17
Ok Rail Data Migration	Execution					$294,500.00	$300,000.00
OKDHS Eliminate Unused Software*	Completed					$286,273.50	$202,987.00
OKDHS Reduction in IT Staff FY15	Completed					$1,986,823.00	$2,522,988.32
OSBI-Desktop/Laptop Replacement	Completed				$27,952.95	$0.00	$0.00

Agency Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
OSDH - NetIQ Contract	Completed			$8,636.80	$8,113.68	$8,114.00	$8,114.00
OWRB - Annual Permitted Water Use Survey and Administrative Fee Mailing	Completed		$3,208.53	$0.00	$0.00	$0.00	$0.00
Pardon & Parole Board Consolidation	Completed		$38,051.73	$32,551.73	$32,551.73	$32,551.73	$32,551.73
People Move 2012	Completed	$2,336,741.00	$2,336,741.00	$2,336,741.00	$2,336,741.00	$2,336,741.00	$2,336,741.00
Pharmacy Board Consolidation	Completed		$94,000.00	$88,500.00	$88,500.00	$88,500.00	$88,500.00
Pre-Surplus Clearing House	Completed		$173,446.00	$0.00	$0.00	$0.00	$0.00
Private Vocational Schools	Completed		-$1,155.00	-$605.00	-$605.00	-$605.00	-$605.00
Psychologists Examiners Consolidation	Completed		-$1,408.00	-$1,408.00	-$1,408.00	-$1,408.00	-$1,408.00
Real Estate Commission Conslidation	Completed			$118,755.84	$118,755.84	$118,755.84	$113,055.84
Scenic Rivers Commission	Completed		-$6,194.76	-$6,194.76	-$6,194.76	-$6,194.76	-$6,194.76
SDE - CAS Contract Consolidation	Completed			$20,000.00	$21,000.00	$21,000.00	$21,000.00
SDE - Child Count Contract Consolidation	Completed		$18,499.74	$23,699.97	$23,699.97	$23,699.97	$23,699.97
SDE - Child Nutrition Contract Consolidation	Completed		$60,399.00	$60,399.00	$60,399.00	$60,399.00	$60,399.00
SDE - HUPP Contract Consolidation	Completed		$85,942.00	$92,056.26	$89,248.75	$86,357.01	$83,378.52
SDE - Printer Consolidation Phase 2*	Completed		$84,246.69	$5,246.69	$5,246.69	$5,246.69	$5,246.69
SDE Scantron Contract Consolidation	Completed			$140,548.00	$147,575.40	$147,575.40	$147,575.40
SDE-GED Lifelong Scoring	Completed		$5,838.00	$5,838.00	$5,838.00	$5,838.00	$5,838.00
Security as a Service - Phase I	Completed		$57,542.31	$723,797.67	$723,797.67	$723,797.67	$723,797.67
State Dept of Education	Completed	$1,098,231.00	$1,054,231.00	$933,231.00	$960,731.00	$1,054,231.00	$1,435,231.00
State Dept of Education Managed Print Services	Completed	$200,251.38	$279,251.38	$279,251.38	$279,251.38	$279,251.38	$279,251.38
State Treasurer	Completed	$277,472.83	$277,473.83	$277,474.83	$277,475.83	$277,476.83	$277,476.83
Statewide Mainframe Consolidation	Completed		$2,021,035.00	$2,341,345.00	$3,170,748.00	$3,176,610.00	$3,778,929.00
Uniform Crime Report	Completed		$707.00	$1,107.00	$1,107.00	$1,107.00	$1,107.00
Used Motor Vehicles Commission	Completed			$0.00	$69,016.00	$63,516.00	$63,516.00
Vet Board Consolidation	Completed		-$3,904.00	-$3,904.00	-$3,904.00	-$3,904.00	-$3,904.00
Virtual Technology Storage	Completed		-$491,410.03	$533,440.93	$545,977.99	$580,191.35	$617,826.04
VOIP OKC County Health Dept.	Completed	-$11,794.20	$41,814.26	$41,814.26	$41,814.26	$41,814.26	$41,814.26
Wave Contract Consolidation	Completed				$322,250.00	$322,250.00	$322,250.00
Wheat Commission	Completed		$3,598.04	-$1,901.96	-$1,901.96	-$1,901.96	-$1,901.96
Will Rogers Memorial Commission Consolidation	Planning						$600.00
Total Annual Savings		**$4,403,597.95**	**$10,528,325.89**	**$17,589,766.71**	**$16,571,032.77**	**$20,051,086.11**	**$21,616,299.72**
Savings Over 6 Years [1]	**$80,428,079**						

Notes: [1] FY12 plus NPV of savings achieved in FY13 - FY17

**Vendor and/or Employee Cost Savings Idea

This data reflects point-in-time information. There may be unreimbursed IT costs incurred by OMES IS that are not included in the total costs as they are not billed. These unreimbursed costs could reduce the amount of savings reported.
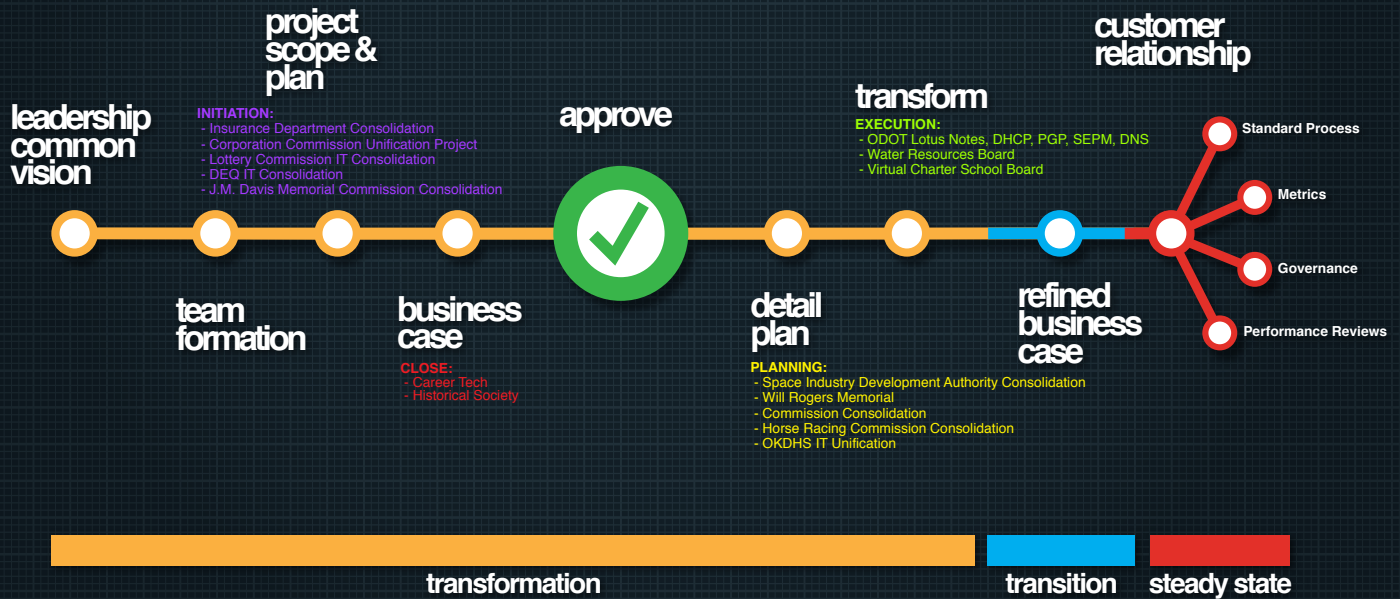
Cost Avoidance

Project Name	Status	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
Health Network Consolidation	Completed		$1,822,538	$1,437,628	$1,437,628	$1,437,628	$1,437,628
IS Procurement	Completed	$81,654	$81,654	$81,654	$81,654	$81,654	$81,654
Microsoft EES Statewide Contract	Completed		$1,139,031	$1,139,031	$1,139,031	$1,139,031	$1,139,031
Microsoft Enterprise Agreement	Completed	$1,778,419	$1,778,419	$1,778,419	($2,047,273)	($2,047,273)	($2,047,273)
SSL Certificate Savings	Completed	$7,888	$7,888	$7,888	$7,888	$7,888	$7,888
Statewide IT Contracts	Completed	$920,266	$1,679,846	$1,679,846	$1,679,846	$1,679,846	$1,679,846
Total Annual Savings		**$2,788,227**	**$6,509,376**	**$6,124,466**	**$2,298,774**	**$2,298,774**	**$2,298,774**
Savings Over 6 Years [1]	**$20,607,682**						

Notes: [1] FY12 plus NPV of savings achieved in FY13 - FY17

Consolidation Portfolio Active Projects

Agency by Agency

Project No	Project Name	Project Phase	Risk Rating (10 - 48)	CBA NPV	Total Forecast Cost
56055	Insurance Department Consolidation	Initiation	0		
42465	Corporation Commission Unification Project	Initiation	20		
57879	J.M. Davis Memorial Commission Consolidation	Initiation	24		$0.00
42456	Lottery Commission IT Consolidation	Initiation	20		
42190	DEQ IT Consolidation	Initiation	32		$420,000.00
55800	Space Industry Development Authority Consolidation	Planning	24	-$26,700.67	$9,909.00
55506	Will Rogers Memorial Commission Consolidation	Planning	20		$15,000.00
55935	Horse Racing Commission Consolidation	Planning	24		$12,000.00
42464	Department of Human Services IT Unification Project	Planning	32		$1,146,698.00
34970	OHCA Consolidation	Planning	28	$3,432,510.00	
55107	Virtual Charter School Board Consolidation	Execution	20	-$24,150.28	$10,000.00
42191	Water Resources Board Consolidation	Execution	20		$471,530.00
50691	ODOT Lotus Notes, DHCP, PGP, SEPM, DNS	Execution	28		$12,500.00
37981	Career Tech Consolidation	Execution-Close	36	$731,612.00	$652,099.00
42188	Historical Society IT Consolidation Project	Execution-Close	44	-$956,112.00	$178,800.00

Service by Agency

Project No	Project Name	Project Phase	Risk Rating (10 - 48)	CBA NPV	Total Forecast Cost
56469	Tax Commission Network Consolidation	Initiation	0		$23,250.00
33034	Department of Veterans Internal Wiring 7 Hospitals	Execution	20	$954,706.00	$3,862,000.00

Service by Service

Project No	Project Name	Project Phase	Risk Rating (10 - 48)	CBA NPV	Total Forecast Cost
41328	OMES Office 365	Planning	72		$10,581,062.00
37655	INFRASTRUCTURE:Critical System Protection	Execution	32		

unification approach

agency by agency

project scope & plan

customer relationship

leadership common vision

approve

transform

INITIATION:
- Insurance Department Consolidation
- Corporation Commission Unification Project
- Lottery Commission IT Consolidation
- DEQ IT Consolidation
- J.M. Davis Memorial Commission Consolidation

EXECUTION:
- ODOT Lotus Notes, DHCP, PGP, SEPM, DNS
- Water Resources Board
- Virtual Charter School Board

- Standard Process
- Metrics
- Governance
- Performance Reviews

team formation

business case

detail plan

refined business case

CLOSE:
- Career Tech
- Historical Society

PLANNING:
- Space Industry Development Authority Consolidation
- Will Rogers Memorial
- Commission Consolidation
- Horse Racing Commission Consolidation
- OKDHS IT Unification

transformation   **transition**   **steady state**

Agency-by-Agency Completion

- ABLE Tech
- Abstractors Board
- Accountancy Board
- Aeronautics Commission
- Agriculture
- Anatomical Board*
- Architects Board
- Arts Council
- Athletic Commission
- Banking Department
- Boll Weevil
- Bond Advisor
- Building Bonds-Commission
- Capital Investment Board
- Capitol Improvement Authority
- Center for Advancement of Science and Technology- OCAST
- Central Services- DCS
- Children & Youth Commission
- Chiropractic
- Commerce

- Conservation
- Construction Industries Board
- Consumer Credit Department
- Dentistry Board
- Disability Concerns
- Education Department
- Education Quality & Accountability
- Employees Benefits Council
- Ethics Commission
- Finance Authority
- Fire Marshall
- Governor
- Health Dept.
- Human Rights Commission
- Interstate Oil Compact Commission
- Industrial Finance Authority
- Judicial Complaints Council*
- Labor Department
- Libraries
- Licensed Social Workers Board

- Liquefied Petroleum Gas Board
- Long Term Care Admin. Board
- Marginal Well Commission
- Medical Examiners
- Merit Protection Commission
- Mines Department
- Motor Vehicle Commission
- Multiple Injury Trust Fund*
- Native American Cultural & Education Authority
- Nursing, Oklahoma Board of
- Optometry Board
- Pardon & Parole
- Personnel Management Office
- Pet Breeders*
- Pharmacy
- Physician Manpower Training Commission
- Private Vocational Schools Board
- Professional Engineers & Land Surveyors
- Psychologists
- Real Estate

- Scenic Rivers Commission
- Science and Math
- Sorghum Commission
- Speech Pathology Board
- State Treasurer
- Teacher Preparation Commission
- Teachers' Retirement System
- Tobacco Settlement Endowment Trust
- Tourism & Recreation Department
- Uniform Building Code Commission
- University Hospitals Authority*
- Used Motor Vehicles Commission
- Veterinary Medical Examiners
- Wheat Commission
- Workers Comp Commission

FY15
*No IT Services

unification approach

service by agency

leadership common vision

CONCEPT:
- Printer Optimization- ESC (On Hold)
- Printer Optimization- Tax (On Hold)
- Printer Optimization- ODOT (On Hold)
- Unused Software- Construction (On Hold)
- Unused Software- Natural Resources (On Hold)

project scope & plan

INITIATION:
Tax Commission Network Consolidation

approve

transform

EXECUTION:
VA Internal Wiring 7 Hospitals

customer relationship

Standard Process

Metrics

Governance

Performance Reviews

team formation

business case

detail plan

refined business case

transformation | transition | steady state
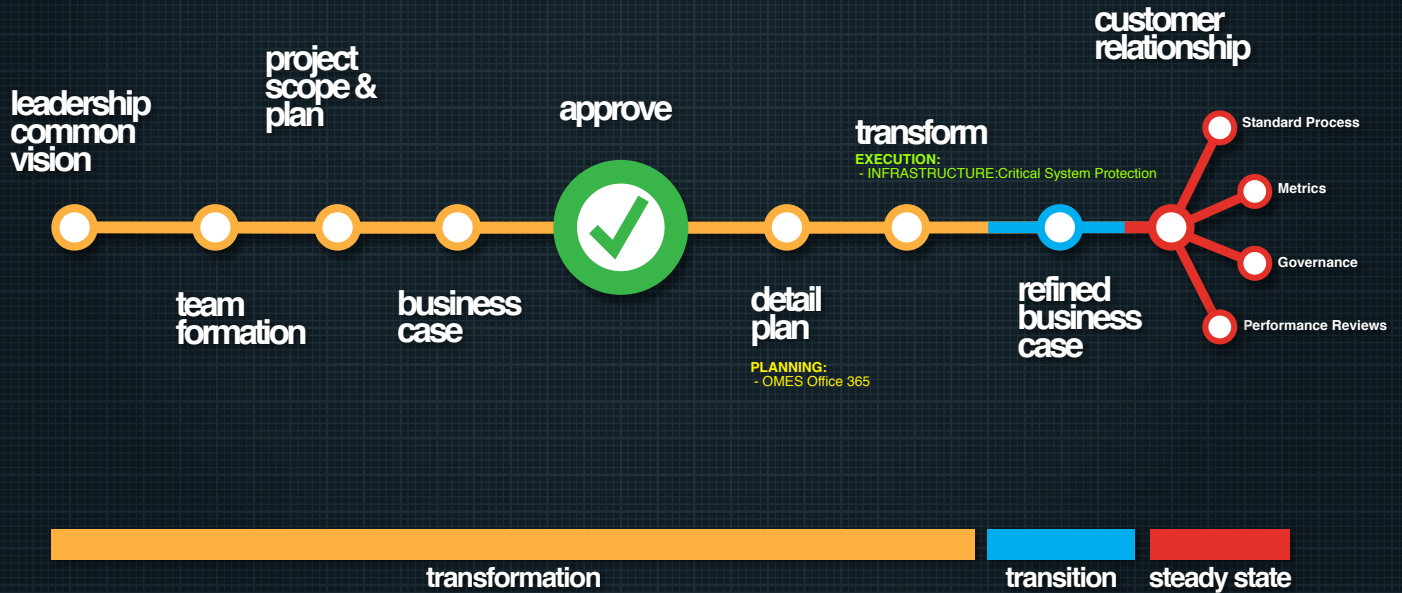
Service-by-Agency Completion

- 1st National Building — Fiber
- Career Tech — Email Consolidation
- Classen Buildings — Fiber
- Corrections — HCM
- Infrastructure — DHS Cloud Email
- Health Department — Network
- Health — Unused Software
- Health — Printer Optimization

- DHS — Disaster Recovery
- IS — Unused Software
- Landmark Tower — Fiber
- ODAFF — Help Desk
- ODAFF — Printer Optimization
- ODOT VoIP
- OKC County Health Dept — VoIP
- Prof. Engineers & Land Surveyors — Fiber

- SDE — HUPP Contract Consolidation
- SDE — Mainframe
- SDE — Print Services Phase 1
- SDE — Print Services Phase 2
- VA — Help Desk

unification approach

service by service

leadership
common
vision

project
scope &
plan

approve

transform

EXECUTION:
- INFRASTRUCTURE:Critical System Protection

customer
relationship

Standard Process

Metrics

Governance

Performance Reviews

team
formation

business
case

detail
plan

PLANNING:
- OMES Office 365

refined
business
case

transformation

transition

steady state

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
- Project Portfolio Management Rollout
- IT Advisory Services
- Security Education & Training
- Statewide Mainframe Consolidation

4. > Spotlight: Before & After

It seems like a simple thing, but a bit of organization can go a long way.

Take a look at the before and after of the cabling and network job that OMES Information Services did at the Oklahoma History Center.

New cabling, switches and uninterruptible power supply significantly reduced issues.

Click the image and see the tranformation.