

OKLAHOMA

IT STRATEGIC

PLAN

FY23 – FY25

SUBMITTED BY JERRY MOORE, CIO



Executive Summary

As one of the most advanced state government Information Technology enterprise teams in the nation, I am committed to making the FY 23-25 IT Strategic Plan an effective tool to outline the current and upcoming services.

The updated IT Strategic Plan meets Governor Stitt's four goals of driving hope for all Oklahomans, protecting Oklahomans, becoming a top 10 state for business and delivering taxpayers more for their money.

The strategic plan priorities and projects can be aligned into four core areas of employee empowerment, data enablement, digital transformation and technology management.

Our **FY 23** priorities include:

Employee Empowerment

- Improve workstation support model.
- Mature IT service management and customer service delivery.
- Implement zero-touch computer deployments.
- Eliminate duplication of system processes.

Digital Transformation

- Improve citizen experience by evaluating workflows and delivery channels.
- Mature emerging technology such as robotic process automation and artificial intelligence.
- Mature enterprise reference architecture.

Technology Management

- Modernize legacy systems.
- Expand and increase the efficiency of state network.
- Continue to mature IT operations command

“Governor Stitt’s four pillars drive the role of technology in state government, the state IT enterprise and management of IT investment.”
— **Jerry Moore, CIO**

center continuity of operations and disaster recovery planning.

- Complete agency risk mitigation projects.

Data Enablement

- Mature security and the statewide data platform.
- Provide data management and analytics, increase decision support and transparency systems.
- Continue to mature statewide financial system, PeopleSoft.
- Mature operations for cloud migration.

Areas where we will realize savings and shrink our footprint include circuits, printers, software licensing, storage, physical data center assets and unification synergies.

New endeavors we will incubate include strategic vendor management, audiovisual support, as well as the Oklahoma IT community and workforce development.

Areas of investment where we will grow our time and money spent include:

- **State licensing platform** which is well suited for wider use cases of occupational licensing and can be easily deployed and supported.
- [The Performance Improvement Graph \(PIG\)](#) which was created to provide transparency and be the single pane of glass solution for tracking the metrics and status for Information Services' most critical services. Visit the [PIG page](#) for more information.
- **ITSM/CRM tool** updates which will improve our service delivery and customer relationship process.

We will continue to follow our mission to serve those who serve Oklahomans and get stuff done.

Sincerely,



Jerry Moore
State Chief Information Officer

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Overview

Mission



Serving those who serve Oklahomans. To partner with State of Oklahoma agencies and affiliates to deliver quality, cost-effective and secure IT services.

We work as a team to dramatically change the experience of providing central services for the State of Oklahoma by focusing on human capital management, building deep relationships with all we serve and infusing modern technology into the citizen experience, while being fiscally responsible.

Vision



To provide excellent service, expert guidance and continuous improvement in support of our partners' goals.

Core Values



We are servants. We are servant-leaders. We are open communicators. We are collaborative. We are respectful, humble and we get stuff done!



About the Strategic Plan

The Oklahoma IT Strategic Plan is a vehicle for the Office of Management and Enterprise Services to establish and work collectively toward long-term strategic objectives. It creates a roadmap for focus and action, creating space to define and measure strategic priorities and outcomes.

The strategic plan sets the long-term vision and direction for technology strategy in Oklahoma state government. It incorporates input from executive branch agency leadership, IT employees and management. Outreach, feedback and

collaboration with our staff and agency partners directly informed and shaped the direction of our strategic plan.

The plan is organized into four core areas of employee empowerment, data enablement, digital transformation and technology management.

Unless withdrawn by the governor, chief operating officer, director of OMES or chief information officer, the strategic plan takes effect 30 days after the day on which it is submitted to the director of OMES for approval. This plan was effective July 1, 2022.

About the Team



We operate our business with six primary service delivery towers along with our human resources and legal teams to provide central IT services. This segmentation enables the alignment of resources, strategies and objectives.

“The State of Oklahoma is a \$22.9 billion entity. It is imperative we provide world-class technology service and partner with companies capable of making our success possible.”
— Steve Harpe, COO



600+
experts
serving you.



36,900
devices
managed daily.

Our Team

Our Participation

Customer Success

We order and support personal devices and software. Our services include:

- Service Desk.
- Mobile device management.
- Cell phone support.
- Computer support.
- Password reset.

Oklahoma Cyber Command

We safeguard and protect state data and applications. Our services include:

- Cyber Operations.
- Hunt and Incident Response Team (HIRT).
- Oklahoma Information Sharing and Analysis Center (OK-ISAC).
- Compliance and Privacy.
- Defense Engineering and Operations.

Network and Servers

We troubleshoot and support network connectivity and server storage. Our services include:

- Network Connectivity.
- Telecommunications.
- Cloud Services.
- Cable and Tower Management.
- Storage and Backup.

Applications and Data

We build and support applications, web services and data integration. Our services include:

- Application Support.
- Web Development.

- Data Analysis.
- Legacy application modernization.
- Enterprise Applications.

Administration

We assess, plan and manage financial services, provide project oversight and strategize communications. Our services include:

- Project Management.
- Communications and outreach.
- Supplier and asset management.
- Administrative support.
- Financial Management.

IT Operations

We ensure delivery of technology services with minimal disruptions. Our services include:

- Problem and incident management.
- Operations monitoring and response.
- Change Management.
- Configuration Management.
- Business Continuity and Disaster Recovery.

Human Resources and Legal

We support people and contracts for technology service delivery as well as plan and manage strategic projects. Our services include:

- Provide hiring, recruitment, performance reviews, training and culture positivity.
- Provide consulting and expertise for contracts, eDiscovery and technology planning.

Events

- Oklahoma Digital Government Summit.
- Oklahoma Supplier Bootcamp.
- InnoTech Oklahoma.

National Organizations

- National Association of State Chief Information Officers (NASCIO).
- National Association of State Technology Directors (NASTD).

Boards

- Oracle.
- Zscaler.
- AttackIQ.

Award Nominations

- 2021 Elevate Finalist Award for delivering exceptional experience to our customers.
- 2021 State Scoop 50 Award for State Up and Comer.
- 2022 State Scoop 50 Award for State Leadership.
- 2022 PeopleSoft Feature Innovator award for move of PeopleSoft systems from on premises to Oracle Cloud Infrastructure.

Leadership Profiles



Jerry Moore, Chief Information Officer

Jerry Moore was appointed in January 2020, previously serving as the OMES director of IT Applications Services and bringing with him years of experience from IT positions held at

companies such as Devon Energy, ConocoPhillips and the Tulsa Technology Center. Moore is driving efficiencies and innovative technology enhancements for the state.



Joshua Swenson, Sr. Director of Network and Server Operations

Josh Swenson started as the senior director of Network and Server Operations in January 2022. Swenson oversees all facets of network, server and cloud

operations relating to architecture, engineering, operations and maintenance.

Swenson worked at the State of Washington for the previous 13 years in IT Operations management positions for a few different state agencies. He helped multiple agencies move into cloud services using O365, Azure and AWS. He has been involved with five data center moves in the private and public sector over his 24-year career in IT. Swenson earned his master's in Business Administration and a second master's in Public Administration.



Joe McIntosh, Sr. Director of Application and Data Services

Joe McIntosh joined OMES in April 2020 as the senior director of Application and Data Services. In this role, McIntosh's primary focus is helping state agencies

address the needs of citizens. He brings more than 20 years of experience delivering business value and solving complex challenges through the innovative use of technology to OMES. McIntosh is passionate about using data and creative marketing to drive innovation and change while creating a get stuff done (GSD) culture and empowering teams to succeed.



Lauren Kelliher, Chief Administrative Officer

Lauren Kelliher has been the OMES IS chief administrative officer since January 2021. She emphasizes the functions of administration, such as finance, project management, enterprise

architecture and communications, are just as pivotal as technology functions in the successful delivery of IT services. Kelliher joined OMES in 2015 as deputy general counsel with emphasis on technology and gaming compliance. Prior to that, Kelliher worked at an Oklahoma City law firm specializing in civil litigation. She was involved in professional liability, premise liability, wrongful death and medical malpractice matters. She earned a Juris Doctor and master's in business administration from Oklahoma City University and has a bachelor's degree in business administration from the University of Texas at Arlington.

Leadership Profiles



Aleta Seaman, Sr. Director of Customer Success and IT Operations

Aleta Seaman is the OMES IS senior director of Customer Success and IT Operations. In this role, Seaman leads the state's Information

Technology Operations Control Center which monitors applications, servers and the network for outages across the state. Seaman also manages the teams that supports business continuity, operational management for technology changes, computer support, ordering and installation, troubleshooting, provisioning of users and mobile device management, along with OMES' world-class disaster recovery services.

Seaman started with the State of Oklahoma in 1995, serving in a variety of roles including her tenure as OMES IS director of Server and Network Services, which was successful in refreshing the state's network and server hardware and partnering with Dell and NTT to build out the state's secondary disaster recovery data center.



Jason Lawson, Deputy General Counsel

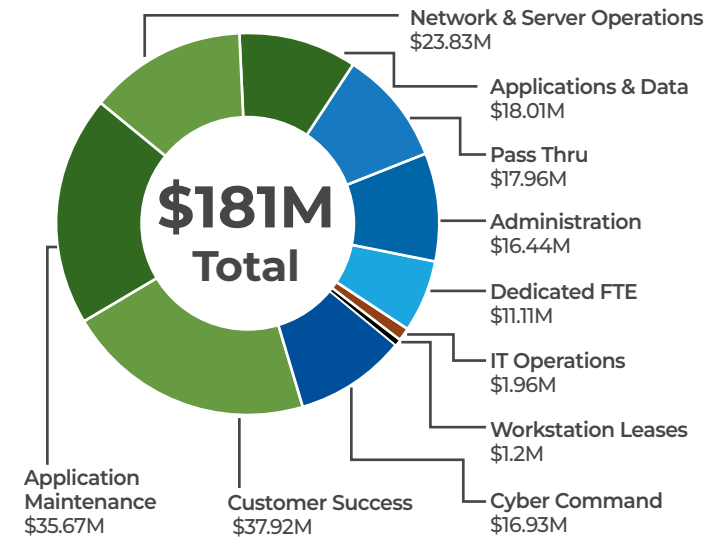
Jason Lawson was appointed lead attorney for the Information Services division of OMES in December 2020. He had been a member of the OMES General Counsel office since March 2020.

In his role, Jason provides counsel to the executive leadership of OMES. Throughout the coronavirus pandemic, the General Counsel office has assisted OMES with navigating all of the demands the state's response has required. Lawson has led the OMES IS Legal team in transitioning state employees to a telework environment at warp speed, assisted other state agencies in their services to Oklahoma citizens and worked to ensure the state's use of federal emergency funding helped the citizens of Oklahoma.

Budget

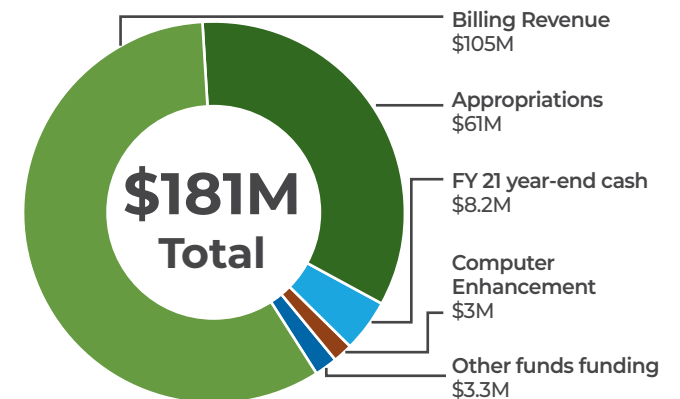
How are OMES IS funds spent?

FY 23 budgeted expense projected across the division is \$181M.



FY 23 budgeted revenue projected across the division is \$181M.*

**Numbers based on FY 23 and subject to change should expense/revenue projections change.*



Accomplishments

Customer Success

- Stood up mobile device kiosk providing a face-to-face, in-person support option enabling customers to get issues or questions resolved when convenient for their schedule.
- Streamlined onboarding and training of staff enabling new technicians to be able to start taking customer calls in two weeks instead of six.
- Implemented new service portal, servicedesk.ok.gov.
- Resolved over 331,000 service requests with a successful resolution rate of 88% during FY 21 for 64,000 agency and affiliate customers.
- Implemented video conferencing capabilities in all conference rooms at the Lincoln Data Center using state of the art equipment.
- Supported multiple urgent rollouts, including Microsoft Office 365 and Zscaler.
- Launched 24/7 help desk.

331K
service requests
resolved with
an 88% successful
resolution rate.

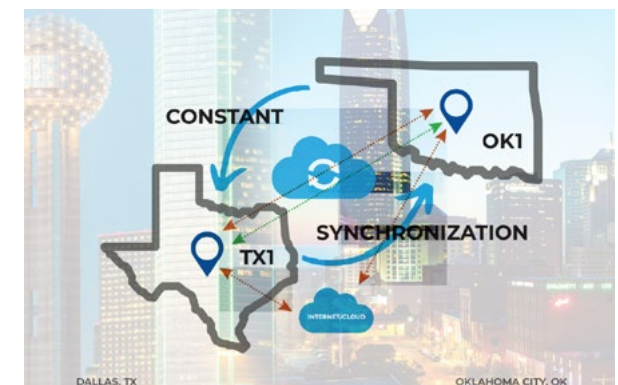
Oklahoma Cyber Command

- Worked over 66,000 requests to better secure the state's infrastructure and data.
- Monitored over 418 million transactions in the state's virtual private network tool.
- Blocked 448,291 potential web cyber threats using a new web proxy tool.
- Prevented 18.2 million policy violations. Most were blocked connections to malicious sites, files or content.
- Blocked 623,000 unique threats.
- Decreased average attack identification and containment time from two days to under 1.5 hours.
- Estimated a five-year cost benefit of \$5.7M and a return on investment of 300%.
- Inspected 400 terabytes of traffic over the past three months.
- Processed 10.5 billion transactions.
- Protection from over 44 billion threats annually including millions of phishing attacks and advanced persistent threats.
- Trained and provisioned an additional 150 OMES IS employees to handle the influx of customer requests. Prior to COVID-19, the division had 11 people handling access provisioning requests.
- Developed a working relationship with the National Guard's Defense Cyber Operations Element by integrating our team with theirs in Operations Cyber Shield 2021.
- Built partnership with the Department of Homeland Security to better define and solidify the next steps for rolling out the OKC3 to the state.
- Redesigned the state's security model and

significantly improved our cybersecurity posture.

Network and Server Operations

- Performed historic three-month refresh of network architecture.
- Secured 2.6 million gigabytes of data.
- Increased network capacity 10 times to support operational continuity.
- Migrated 30,000+ staff to work from home securely.
- Activated 34 new voice contact centers and doubled the agents to support Oklahomans. Also integrated soft phones available to all contact center teleworkers.
- Enhanced 1075 security compliance.
- Upgraded all contact centers statewide to the Nice/InContact CXOne solution.
- Migrated 2,661 terabytes of data, equal to over 665,000 average-length movies, in four months.
- Migrated 2,800 servers and 10,000+ databases to new environment as well as completed a core network refresh.



Accomplishments



Applications and Data

- Created an Oklahoma resident one-stop shop portal, my.ok.gov, for licensing and other forms with single sign-on and status/history data. The portal has 32 forms combining processes from over 18 different agencies with an average of 54,000 users per month.
- Partnered with Workday to enhance the state's HR information system.
- Developed a new legacy modernization team, focused on application modernization, technical debt evaluation, data archiving and application decommissioning.
- Successful and historic migration of the state's enterprise resource planning system, PeopleSoft Financials, to Oracle Cloud Infrastructure along with upgrade from version 5 to 41.
- Partnered with Google to offer a world-class analytics platform that improves data transparency.

- Created a new data services team and are working with agencies to develop data strategies.
- Extended data center to the cloud.
- Migrated 25 state agency websites into a new platform.



Administration

- Over the past 12 months, the Enterprise Program Management Office has closed out 100 projects with 93% on schedule and 97% on or under budget.
- OMES IS stood up a new outreach team dedicated to communications and marketing to increase the division's overall transparency.
- The Enterprise Architecture (EA) team created a Reference Architecture (RA) template to establish, align and communicate service delivery technical standards. The RA template promotes a comprehensive and standard approach our customers, partners and suppliers can reference. RA is currently

published on omes.ok.gov website.

- Simplified the project process framework reducing documentation requirements by 78% and audit requirements by 67% for projects under \$250,000, allowing time previously spent on administrative work to be spent on enabling business goals.
- Transformed OMES IS Appendix C and Agency Master Services Agreement content into a digestible, personalized packet that provided transparency into our services and rates that historically had not been shared.

Over the past 18 months, EPMO drastically reduced the red tape that was often synonymous with completing state technology projects EPMO 2.0 completed the following:

- Automated and increased consistency of status reports by 60%.
- Improved overall project performance by 43%.
- Increased project completion by 53%.
- Reduced requirements for documentation by 78% and audits by 67%.

“During the pandemic, the OMES team worked non-stop to enable secure telework for the state workforce, created a cutting-edge IT infrastructure and stood up a secondary data center, to guarantee protection of state data for all Oklahomans.”

— Jerry Moore, CIO

91,893
hours
worked on 20+
CARES Act projects.

34
new voice
contact centers
created to
support
Oklahomans.

Accomplishments

- Reduced paperwork on IT projects by 82% and cutting processes on 73% of software and licensing requests.
- Project process/framework improvements and document consolidation, reduction of documentation requirements and introduction of new audit process.
- EP MO Projects Metric Dashboard on the pig website at pig.omes.ok.gov.
- Consolidated parts, reduced paperwork/administration, reduced complexity of SOW, work order and billing/invoices.
- Introduced and started the roll out of an Agile Framework to improve velocity and quality as well as provide customer benefit realization.
- Increased knowledge transfer for EP MO onboarding, decreased onboarding time and delays, and increased employee, agency and tower satisfaction.
- Consolidated and lean SOW and WO process. Removed planning SOW for work under \$100,000 and licensing WO for requests under \$1,000.

- Created project customer survey to provide real time feedback analysis on performance.
- Updated post-implementation reviews.
- Updated project management and business analysis scored cards.
- SOW tool update and consolidation.
- SOW Microsoft Power BI Dashboard.
- Resource Management ServiceNow Dashboard.
- EP MO Projects Metric Dashboard that includes monthly, quarterly and annual metrics.
- Automated Status Report ServiceNow dashboard.
- New projects webpage showcasing project team contacts, project request forms, project success stories and more at Oklahoma.gov/projects.
- Approved updated and newly created standard operating procedures.

EP MO 3.0 completed:

- Strategic prioritization qualified and fields added to Microsoft Project.
- Project benefit realization added to Microsoft project.
- EP MO 3.0 survey completed and Power BI dashboard built.
- Overhauled the statement of work process, new ways to engage with the team, and a dashboard showcasing 100% real-time visibility into all technology projects.
- Updated questions from biannual customer survey by utilizing responses from business analyst, technical analyst and Business Process Operations team.
- Business Analyst versus Technical Analyst versus BPO recommendations utilizing responses from April 2022 biannual survey.
- Automated strategic prioritization.
- Agency business EP MO engagements.
- Benefit realization and key performance indicators training and addition to certificate

“By investing in a second data center, we can provide our customers with the guarantee they can continue delivering core services to Oklahomans, no matter the circumstance.”
— Jerry Moore, CIO

30,000+
staff
migrated to work from home securely.

500K+
service issues resolved annually.

of completion and metric to EPMO Projects Metric dashboard.

- Customer Project Survey Power BI dashboard.
- Updated biannual customer survey questions when needed, including Microsoft Project field updates to capture all stakeholders, and begin automated biannual cadence.
- Analyzed P90 measurement planned recommendation.
- Phase Two expansion of Agile Framework Process for remaining application and data teams and initiation for security, server and network tower.
- Created implementation dashboard with planned vs. actual implementation metrics and implementation schedule calendar.
- Project management of vendor management and oversight providing planned recommendations.
- Started use cases for ServiceNow implementation.



IT Operations

- Partnered with Oklahoma-based company, Alias Forensics, to improve monitoring.
- Responded to over 27,400 service degradations or outages.
- Established change advisory boards with agencies.
- Restructured change management for OMES.
- Completed OMES IS historic \$100M project in a mere few months.
- Upgraded equipment in ITOCC to better manage incident management.
- The state can potentially avoid service disruptions costs with its redundant disaster recovery system. A standard, unplanned data

center outage is estimated at \$9,000 per minute.

- Matured business continuity plans.
- Created a vendor change management process.



Human Resources

- Led state employee volunteer program, consisting of over 300 volunteers, to assist OESC.
- Facilitated a complete reorganization and realignment of OMES IS to match with OMES GSD and customer service initiatives.
- Posted 60 job announcements and performed over 1,000 personnel transactions including 205 new hires, 117 appointment changes, 91 separations, 34 Retirements, 339 market adjustments and 1542 data changes.
- Implemented performance management process, forced ranking and calibration processes to ensure uniform performance rating equity across agency.
- Adapted and modernized all HR processes, including new hire onboarding, to be fully remote.



Legal

- Completed 430 legal requests submitted by over 40 state agencies.
- The majority of legal requests are for contract review and preparation which are essential in protecting the state's interest in both security and business effectiveness and average 42 days to complete.
- Counseled the transformation of OMES, as well as numerous other state agency technology infrastructure changes.

We will continue to use performance metrics to inform how we budget, spend and make decisions about resources and services.

Performance-informed budgeting harnesses the existing structure of government and aligns it to priorities and metrics.

The result is an even more transparent, efficient and accountable state government making performance-informed decisions.

Major Initiatives, aka Big Rocks

Agency Risk Mitigation Program

Cybersecurity incidents in 2020 and 2021 around the world highlighted expanding capabilities of bad actors in exploiting critical infrastructure.

Oklahoma must proactively defend its information, infrastructure, processes and people. This will be the primary objective for an Agency Risk Mitigation initiative.

When faced with the requirement to quickly adapt to the changing needs of their constituents, agencies found their IT systems and personnel were not agile enough to respond in time. Identifying operational risks through the ARM initiative will be the secondary objective.

Non-unified agencies purchase non-standard security tools, IT systems and cloud-based solutions. Some unified agencies have duplicative IT systems. Reducing these will be the third objective for ARM. ARM will allow standardization on a service-by-service, agency-by-agency and service-by-agency basis. Service-by-service will assess all state agencies to ensure consistency in each of the priority services.

- 1. Improve cybersecurity.**
- 2. Identify operational risks.**
- 3. Reduce duplicative and non-standard IT systems.**

ARM will allow standardization on a service-by-service, agency-by-agency and service-by-agency basis. Service-by-service will assess all state agencies to ensure consistency in each of the

priority services. Agency-by-agency will assess all aspects of a specific agency's information security risks, operational risks and duplicative IT spending. Service-by-agency will assess specific risks within individual agencies to provide just-in-time risk mitigation.

Service-by-Service Priorities*

1. Service desk.
2. Network management.
3. Endpoint management.
4. Microsoft Office 365.
5. Secure mail gateway.
6. Endpoint detection and response.
7. Host-based proxy and virtual private network.
8. Data center server and storage.
9. Security incident and event management.
10. Security education and awareness training.

**Priorities are expected to shift as new information comes to light.*

Agency-by-Agency Priorities

Agency-by-agency will assess all aspects of a specific agency's information security risks, operational risks and duplicative IT spending for the following agencies:

1. Department of Mental Health and Substance Abuse Services
2. Department of Public Safety
3. Health Care Authority
4. Turnpike Authority
5. Department of Transportation
6. Tax Commission
7. State Election Board* (Security Only)
8. Law Enforcement Retirement System
9. Board of Medical Licensure and Supervision
10. Insurance Department

**Previous IT Consolidation and Coordination Act exemption.*

Major Initiatives, aka Big Rocks

For most agencies, the agency-by-agency approach will follow these steps:

1. Move agency IT personnel reporting lines to OMES. Update Master Service Agreement to include all personal identification numbers as dedicated positions for an agency. Assign IT organization to directly report to an OMES service delivery tower director. Discovery, analysis and final staff alignment within service towers should be completed within 180 days.
2. If required, flip service desk support model from first call to agency service desk to first call to OMES Service Desk. Otherwise, train agency staff on OMES Service Desk. Will require support from outreach for marketing campaign.
3. Complete detailed planning for network/domain collapse. This will require a dedicated tiger team with members from server, network, security, applications and customer success.
4. Complete transition of new [agency] endpoints to state golden image. This will place all new endpoints in the AGENCY domain and simplify group policy object inheritance.
5. Complete packaging of agency-specific software for endpoint deployments.
6. Migrate existing endpoints to AGENCY domain. To begin once endpoint transition to state golden image and agency-specific software packaging are completed. Will require a statement of work with Nippon Telegraph and Telephone Corporation, the state's device-as-a-service supplier.

7. If needed, migrate agency virtual desktop infrastructure to Azure virtual desktop service. Treat as separate effort following the deployment and migration of all agency endpoints.
8. Migrate agency networks/servers to state environment. While some servers will likely be decommissioned as part of the domain collapse, this step will help ensure [agency] servers are stable and supportable throughout that effort.
9. Migrate agency applications to AGENCY domain once detailed planning for network/domain collapse is completed.
10. Revise agency OMES MSA based on completed consolidation and reduction in dedicated positions.

Customer Success

Driving Hope – Mature IT Service Management

OMES partnered with a third-party vendor specializing in IT service management practices. The vendor conducted an ITSM assessment to determine the maturity level on several ITIL processes. We implemented a new IT service platform to help work smarter and empower IT to deliver better services.

The specific ITIL processes that were assessed included:

Event Management	Incident Management
Service Level Management	Request Fulfillment
Release Management	Change Management

Service Asset & Configuration Management	Knowledge Management
Business Service Catalog	

The business outcomes we expect from the ITSM assessment include:

Improving ITSM process and workflow automation efficiencies	Establishing stronger foundation for Enterprise Service Management
Better visibility and access to data	Providing faster resolution/better end user experience

Oklahoma Cyber Command

Protecting Oklahomans – Mature Defensive and Offensive Tools

Oklahoma Cyber Command benefited from significant investment by Oklahoma state leadership during 2020 and 2021 which emphasized leading technology solutions and world-class cybersecurity talent. This goal focuses on fully integrating these investments with our security incident and event management system and threat intelligence platform.

Mature defensive and offensive tools success criteria:

- 91% of toolsets integrated with Threatstream and Splunk.
- Creation of standard operating procedures SOPs for offensive and defensive toolsets.
- 91% of Oklahoma Cyber Command staff completing basic training programs for core toolsets.

Major Initiatives, aka Big Rocks

Driving Hope – Implement Zero-touch Deployments

Recent investment in technology allows workstations to be deployed via drop-shipment. New hires should have all the devices, access and credentials they need on the morning of their first day. This goal focuses on making these capabilities reality.

Implement zero-touch deployments success criteria:

- 91% of end point deployments completed with minimal assistance from OMES.
- Implement statewide training for end users on zero-touch deployment.
- 91% of software applications available for end user, unassisted installation.
- 91% of end users utilizing standard personas.

Network and Telecom Operations

Protecting Oklahomans – Monitor, Alert and Document Network

Gather data regarding all state networks and document, allowing more visibility into the statewide network architecture which will also allow for more efficient monitoring and alerting.

More for your money – Wireless Technology

Ability to move around freely while still having access to applications and services is critical to the continued increased innovation of new cloud-based digital platforms. Having every site include wireless will make operations efficient and save money by needing less physical network infrastructure.

Protecting Oklahomans – Standardization

The goal for the state network is to have the environment secure and well-architected. We will move in a direction of standardizing network equipment and firewalls. This creates a more secure environment due to a smaller number of patches and firmware upgrades.

Protecting Oklahomans – Cloud Ready

During the pandemic, the digital landscape has changed. More people are working from home and utilizing cloud services. Expanding our cloud services will require the network to be cloud ready. We have made it our goal to have the network architecture ready to handle a variety of cloud vendors.

More for your money – Statewide Fiber and Rural Broadband

With the move toward cloud services and digital modernization, we are to maximize utilization of the state's fiber assets to lower cost while increasing the data networking speeds across the state. This will allow a move away from carrier-based services, lower cost and realize the full value of state fiber assets.

Running the state network for state agencies includes mapping all state fiber assets, identifying opportunities, scheduling transition of those assets to OMES,, operationalizing identified fiber assets, scheduling tie-in of identified facilities, going live while running concurrent with existing routes and decommissioning legacy connections.

Protecting Oklahomans – Staff Augmentation

It is difficult to find specific, unique talent for managing new technologies. We will be working to augment staff using the SW 1025 process through contracting. This will make us more responsive to the introduction of new technology into the environment. It will also protect Oklahomans by adding solid skills that will help architect and build secure cloud-based solutions in environments where there are skill gaps.

Driving Hope – Statewide Contact center

There will be a statewide audit of all contact centers to gather data on improving IT solutions and business processes providing direction on the best ways to improve contact centers across the state. We will be doing a request for information (RFI) on Omnichannel Contact Center solutions to look at potential options, cost and feasibility, as well as a separate RFI/RFP identifying contact center staffing and management vendors.

More for your money – Telecom future solution

We will be working to make softphones the standard. The flexibility of softphones allows employees to answer calls on a laptop or mobile device, although some hard phones will still be used for medical and prisons. We will continue to replace legacy Telecom and reduce the hardware footprint at all state offices.

Major Initiatives, aka Big Rocks

Server Operations

Protecting Oklahomans – Collapse Remaining Domains

When interacting with applications, services and devices, there is username and password authentication typically required. Having many authentication systems creates complexity and decreases the security of the environment. The goal will be to collapse the remaining 27 domains for a unified and more secure authentication system.

Protecting Oklahomans – Cloud Migration

Migrating the state's servers and infrastructure to a cloud provider will decrease technical debt and capital expenditures and move it to an operational model based on consumption. The goal will be to migrate systems and services to a diversified number of cloud providers.

Applications and Data

Driving Hope – Statewide Digital Platform

Creating a customer experience with a human-centered, digital experience for government services and elevating comprehensive social service programs.

Driving Hope – Statewide Data Platform

Providing our agencies the ability to make data-driven decisions by making data accessible. Creating a secure data platform that allows agencies to share information, to create business efficiencies and optimize opportunities.

Statewide Financial System (PeopleSoft Financials) Roadmap

Standardizing our accounting and finance platform across all state agencies. We will continually update PeopleSoft Oracle Cloud Infrastructure (OCI) to the latest version and offer new functionality for customers with each upgrade.

Security was a key factor in choosing OCI. PeopleSoft Financials was designed on security-first principles. It includes network virtualization and pristine physical host deployment. PeopleSoft Financials' OCI helps reduce risk from advanced, persistent threats.

OCI benefits from tiered defenses and highly secure operations that span from the physical hardware in our data centers to the web layer, in addition to the protections and controls available in our cloud.

The PeopleSoft Financials team has completed the following:

- Upgraded to database 19c. Live in all the non-production and production environments.
- Upgraded to PUM40 and PeopleTools 8.59 from PUM33/PT 8.58.
- Migrated Health to PUM 33.
- Workday integrations for BrightPath Project.
- Refined old processes.
- Ongoing production support, enhancements, bug fixes and development requests.
- DHS project participation, strategy and migration planning and execution.
- Oracle Identity Governance post-production

support.

- Elastic search for vouchers.
- SPLUNK implementation.
- Quarterly critical patch updates.
- Implementation of Oracle Primavera Unifier for CAM division.

Upcoming activities include:

- Database maintenance.
- Disaster recovery testing.
- Additional Oracle Security Scan services.
- ODOT, DHS, ODVA, DPS, OHCA, Wildlife, and Mental Health and Substance Abuse Services implementation.
- Supply chain management.
- Travel and expense rollout to OMES.

Legacy Modernization

Developing and executing a strategy to modernize the state's aging technology platforms.

Administration

Driving Hope – Agency MSA maturity with Project Anchor

Launched Project Anchor in FY 21 to gain a common business understanding of services and billing between OMES IS and agencies. The project will aim to include definition and terms related to services. Information technology true-up process will be aligned with the state's budget cycle.

Major Initiatives, aka Big Rocks

Driving Hope – Mature Enterprise, Reference and Software Architecture

Continuing efforts to mature the state's enterprise architecture through utilization of reference architecture. The state will establish a continuous improvement effort to routinely maintain and mature the reference architecture. These exercises position the state to mature solutions architecture.

More for your money – Mature Cloud Financials Management

Two pillars of our organization are centered on finance and technology. An area of growth identified by the division is around cloud financial management. In order to measure the maturity of the state's cloud financial management, OMES entered into a financial operations engagement.

Focus of the engagement:

- Paint the picture of what the end-state offering looks like and how to get there.
- Define challenges, hurdles and how we might go about maturing.
- Agree on the core capabilities tied to the end state and what the supporting org looks like.
- Define the process for maintaining the essential activity and services.
- Agree on how we will share outputs, defining the communication plan.
- List gaps, challenges in people, process or technology.

Outputs:

- Prioritizing the work.

- Identifying tasks and next steps.
- Adding roles and responsibilities.
- Outlining the resources, capabilities and funding needed.
- Building the backlog for Sprint 1.

The goal is to make sure our organization understands the cloud. If we gain understanding in the space, we will be able to bolster maturity and drive business outcomes.

More for your money – Asset Management

In FY 23, the state will build out IT asset management. It will implement internal audits to track software licenses to determine usage, ensure licensing requirements and control costs.

More for your money – Vendor Management

Stand up a strategic supplier management program with the goal to ensure there is a unified state message to suppliers and realize statewide efficiencies. Objectives include managing and reducing spend across IT. OMES will accomplish these objectives through regularly scheduled activities that include meeting individually with strategic suppliers.

Driving Hope – Enterprise Architecture

Drove delivery teams to document standards, resulting in creation of 12 published standards since 2/2020. EA roles redefined with domain architecture moving into service delivery towers. Published first reference architecture for the state. EA will continue to serve as custodian of reference

architecture as we focus on completing domain architectures and building business architect and solution architecture capabilities.

IT Operations

Protecting Oklahomans – Conduct and mature Continuity of Operations Planning and Disaster Recovery activities

OMES is assisting agencies with business continuity planning. Restoring data has historically taken months or years to restore. We want to work with agencies to prioritize the recovery of services to agencies. Oklahoma's information services moved forward an estimated 20 years in under six months.

Protecting Oklahomans – ITOCC maturity

The IT Operations Command Center is a centralized location where OMES technical staff can provide major incident management support. PRTG will be utilized to monitor systems and all monitoring data will be logged to Splunk. This newer monitoring solution will mature and assist OMES to be proactive and predictive in watching an agency's service.

Human Capital Management

OMES IS strives to be the number one employer of choice for transformational talent across a broad range of technical skills. We pride ourselves on being a diverse, inclusive workplace, fast-paced, outcome-oriented and working every day to improve and realize the maximum potential.

Major Initiatives, aka Big Rocks

Our Culture – The Eight Expectations and the Expectations of All

1. Email is read and responded to, to-do lists are touched, tasks progressed; nothing drops through the cracks.
2. Unread emails shouldn't be more than what you can take care of within a day unless on vacation.
3. We hold ourselves accountable for meeting attendance and value.
 - a. Meetings have a stated purpose, agenda and timeframe.
 - b. Meetings that are accepted are those you attend.
 - c. Tentative you'd like to attend, will try to, but may not.
 - d. Declined (can't attend) – if your attendance is necessary, the meeting is rescheduled.
4. People are a priority; hiring, coaching, rewards, recognition, training, counseling and correcting performance gaps are done in a timely and professional manner.
5. Performance Management Processes are meaningfully aligned to our business goals, done on time and a value add for both the employee and employer.
6. Service levels are set, measured and met.
7. Customer service is our orientation; service recovery when we fail is a must.
8. Communications – overcommunicate. If the receiver doesn't receive or understand

the message, it is the responsibility of the communicator to alter methods and recommunicate the message.

Workday@OK

Workday@OK provides unified finance, human resources and faculty lifecycle management cloud applications designed for the way people work in today's organizations. Workday combines a lower cost of ownership with an innovative approach to enterprise applications.

The COVID-19 pandemic exposed inefficiencies and challenges with the State of Oklahoma's current human resources tools and processes, especially regarding managing a remote workforce. The project is funded by agencies as an enterprise service.

- Unified suite of applications – Built from the ground up as a unified suite, Workday@OK delivers a seamless user and administrative experience across financials, HR, talent, payroll, analytics and more.
- Lower total cost of ownership – With a cloud-delivery model, there is no hardware, software, middleware or database to buy, install or maintain. You can access Workday@OK anytime, anywhere. Workday@OK eliminates the cost and burden of managing underlying IT infrastructure and operations.
- Continuous innovation and adoption – Workday@OK eliminates the cost and complexity associated with traditional upgrades by delivering easy-to-adopt

automated updates. There's no risk of becoming locked in by old software.

- Safety from the start – Workday@OK is a trusted partner for some of the world's largest companies and best-known brands. It passes the industry's toughest third-party security audits and certifications, including ISO 27001 and SSAE 16 Type II. It self-certifies to the Safe Harbor privacy framework annually. From a world-class data center, Workday@OK maintains rigorous security in all aspects, from the physical network to the application and data levels. You can be sure that your sensitive data is safe.

Org Redesign

IS realigned teams and positions within the division to better serve our customers. We will be able to provide more tailored solutions and design technology strategies. We have also grouped our service delivery teams by domain to create a flatter, more agile organization.

OMES workforce provides guidance to ensure long-term talent readiness. Our mission is to assist state agencies in analyzing the current workforce, determining future workforce needs and implementing solutions so that agencies will have an effective workforce to meet future demands.

Account Managers

The account manager's role is to proactively address cabinet agencies' needs and issues and make leadership aware of challenges and steps we are taking to mitigate risks and address

Major Initiatives, aka Big Rocks

service disruptions before they happen. The account managers will meet with IS's leadership team monthly to discuss ways we can improve our service delivery and individual challenges our customers faced last period. They focus on identifying trends in service needs, building relationships with agency leadership and educating customers on the best way to consume our services. They are empowered to connect agency needs directly with the appropriate IS service teams for support.

Marketing/Communications group

OMES IS established an outreach team in February 2020 and partnered with OMES Public Affairs to develop content for state and national audiences. They create meaningful technical content that tells the story of how IS enables state government.

Training Strategy

Training needs for OMES IS can be broken down into ensuring operational integrity, supporting functionality for each service delivered and organizing systems of continuous improvement and development.

Maintaining Operational Integrity

Facilities Management

The Vareeda Fenimore Learning Lab is equipped with technology catered to onsite and virtual attendance. Further investment in this classroom will allow for ease of mobility and charging devices.

Compliance & Safety

Employees should be equipped with knowledge of how to maintain safety and caution in all circumstances. This includes training around hazardous weather procedures, handling suspicious persons or activities on premises and best practices when leaving your car and entering the building.

Service Delivery

Employees took self-paced customer service and service delivery training designed for the division. Phase 2 of the training has started in which employees are asked in an interview to review five scenarios based on past customer interactions.

Enhancing Operational Functionality

Customer Success

The transition from Cherwell to ServiceNow for ticket and incident management training has started. Our service desk agents will be the

primary focus of this training, but all IS employees will need to be trained. We partnered with PMO to roll out the 365 Architect Program.

Oklahoma Cyber Command

Identified training topics that will be taken annually by all employees which will cover insider threats, traffic light protocol tiers of information disclosure and non-disclosure agreements. Training on handling threats is another topic for ongoing investment for employees and customers. The annual Security Education and Awareness Training program continually improves as we work with vendors to create more engaging and accessible training.

Applications & Data

Given that state websites require ongoing optimization, training on Adobe Experience Manager in partnership with Adobe is an ongoing rollout. We have partnered with Google by kickstarting the Grow with Google program. This trains state employees and citizens in GCP job

“We will continue to provide world-class service for our customers. Training and mentorship continue to be a top driving force to help us meet this goal.”
— Steve Harpe, COO

30,000+
state
employees.

certifications. We also plan on developing training for DASH, the state data platform, as well as training on robotic process automation.

Administration

Proliferating knowledge of financial and procurement processes is a large component of this function, as is bolstering project management capabilities. PMO is undergoing a series of development workshops for further efficiency in how projects are undertaken.

IT Operations

Increasing modernization of technology has created more rapid need for cloud technologies. Microsoft Enterprise Skills Initiative provides self-paced and virtual instructor-led courses. Google similarly offers learning tracks and vouchers for certifications in Google Cloud Platform (GCP). Amazon Web Services and Oracle Cloud also fall under the category.

Systematizing Continuous Improvement

Individuals

Pluralsight uses an AI-driven engine to assess an employee's competency in any of 400+ IT skill areas, then recommends a learning path of self-paced content to achieve the next tier in mastery. To complement this tech-focused platform, we employ LinkedIn Learning as needed to provide further opportunities to enhance skills.

Teams

5 Voices is the preliminary developmental framework carried out across IS by the OEDP internal training team. Enhancing team dynamics is a priority to OMES IS. Since IS accounts for

a large portion of our agency, we have invested training funds to cover its enrollment in the initiatives.

Leadership

InfoTech provides our senior leadership with materials, workshop opportunities and services that are vital to building, maintaining, administering and growing enterprise-level IT organizations. The account manager and CTO roles also have tandem developmental opportunities planned to grow their competencies.



Customer Success

About Customer Success

We order and support personal devices and software. Our services include:

Service Desk

The OMES Service Desk can take all your IS requests and ensure they are routed to the appropriate team to provide the fastest response possible.

Password Reset

For help resetting your password or unlocking an account, our team assists across all systems and platforms.

Mobile Device Management

Downtime on your cell phone can cause a severe headache. Our team diagnoses problems and keeps you updated every step of the way.

Computer support

OMES provides a one-stop shop for all your computer needs like requesting new devices, end-use support for issues and setting up new hires.

Executive Support

Our team of highly technical staff provides specialized support for all State of Oklahoma VIPs to ensure limited downtime.

Status Requests

Our online ticketing portal allows customers the access to request assistance, check the status of a ticket and receive a quick response with the online chat feature.

Customer Success Timeline

With a vision for better technology customer experience, the Customer Success team is working to quickly implement industry best practices and build a world-class technology support team.



"I would like to recognize Andrew McQuade for his follow-up to the initial work of setting up the meeting rooms in the Lincoln Data Center. He is always there to guide others on how to use the rooms' technology and carries himself with a constant sense of professionalism. He has been a great steward of customer service to his internal customers at IS." – Anish Peringol

93%
first call
resolution
rate.



Accomplishments

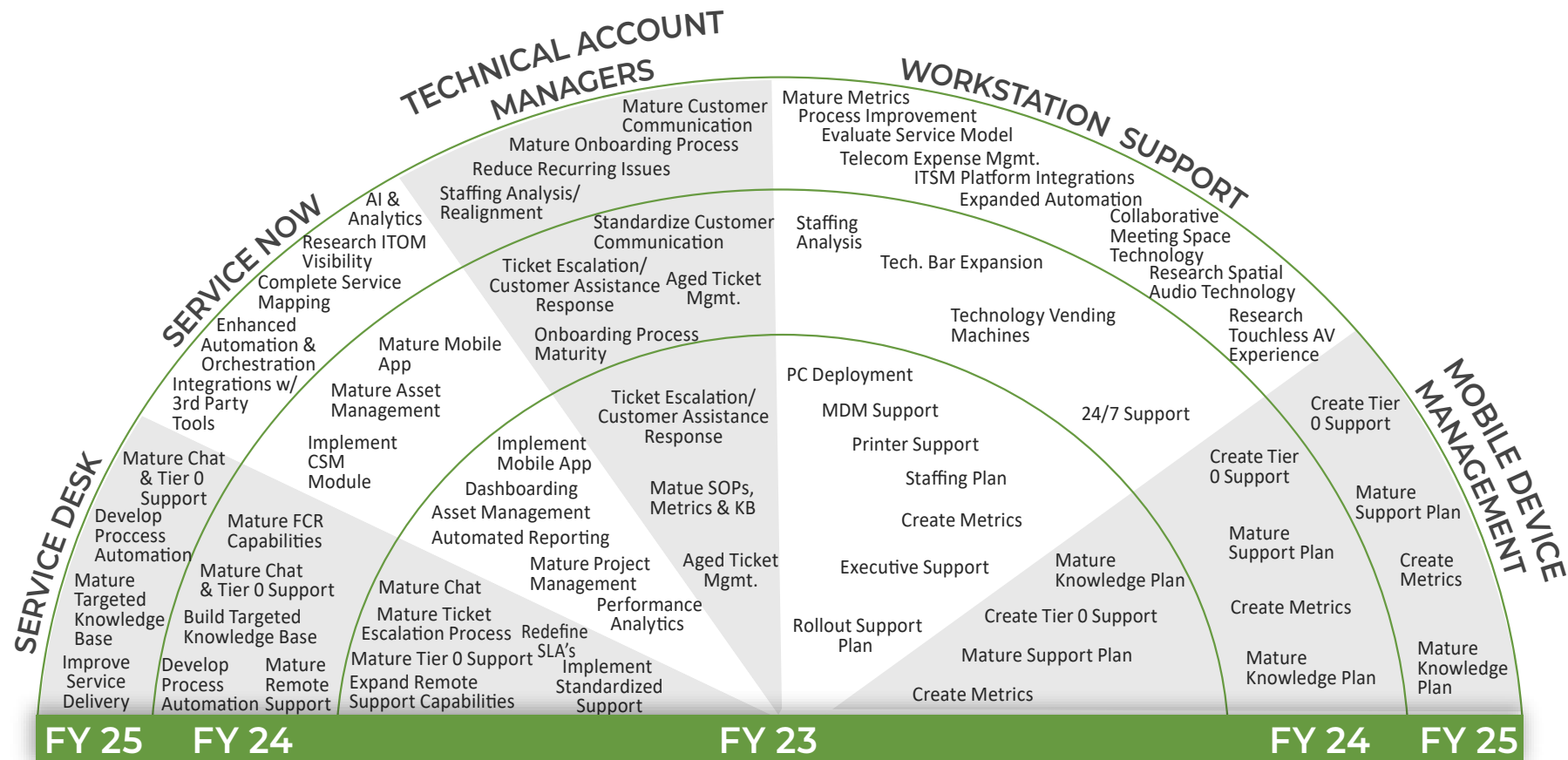
The Customer Success team has been busy maintaining desktop support and management systems for all state agencies. They have:

- Increased geographic coverage (embedded techs in each region).
- Dedicated computer deployment teams for new and refreshed devices.
- Provided support for devices that are currently out of scope (printers, mobile devices, etc.).
- Dedicated 24/7 support for life/health and public safety locations.
- Provided continuity in allocated and assigned support resources by region or agency.
- Increased warehouse quantities to mitigate impact of global supply chain delays.

- Installed new tech bars and self-service kiosks in regions with dense populations of state employees.
- Created new device ordering portal.
- Matured the Service Desk.
- Expanded self-service options on the service portal including customer-facing knowledge and self-help articles.
- Implemented a virtual agent and chat feature that reduces the need to call in for every technical issue.

Strategic Radar Map

The strategic radar map provides a three-year plan for upcoming product and service changes.





Oklahoma Cyber Command

About Oklahoma Cyber Command

We safeguard and protect state data and applications. Our services include:

Cyber Operations

Provides around the clock monitoring, detecting, investigating and response to cyber threats against State of Oklahoma technology systems.

HIRT

Provides personnel and platforms necessary to detect, prohibit and mitigate advanced cybersecurity, physical security and fraudulent activity threats.

OK-ISAC

Oklahoma Information Sharing and Analysis Center connects members across Oklahoma with enhanced information sharing for cyber threat intelligence and improves cyber resilience at local, regional and national levels.

Compliance

Enforces controls established by regulations, law or industry standards that are designed to protect the confidentiality, integrity and availability of data.

Defense Engineering

Designs, implements and enhances cyber defenses that proactively prevent or disrupt cyber threats across all supported State of Oklahoma agencies.

Defense Operations

Maintains and operates cyber defenses that protect Oklahoma's information assets and supports Cyber Command and OMES IS engineering efforts.

Privacy

Strives to minimize adverse consequences for individual privacy and ensure compliance with privacy regulations by addressing policies and procedures, advising on risk and mitigation and providing support for privacy incidents.

"Many Thanks to Dylan Lewis for helping to resolve a problem with my/our VPN. To solve the problem required multiple steps and Dylan's persistence. He stayed engaged with me while he enlisted help from others when resolution required access he didn't have. He was also polite when I needed some handholding on my end. Too often these problems get referred to someone else and the principal doesn't stay involved in the process. Dylan seems to know his stuff and was a pleasure to work with." – Scott Greenawalt.

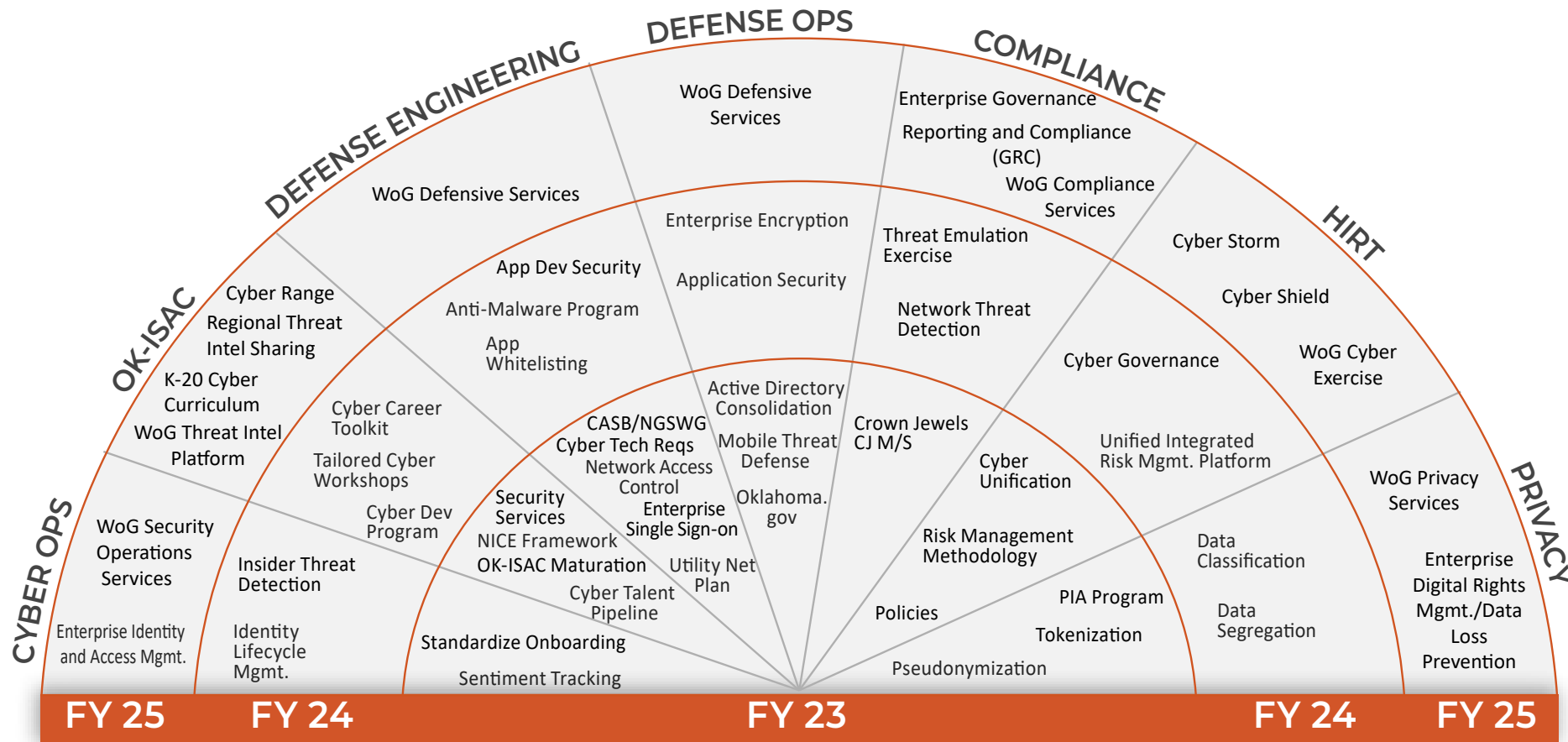
State systems
are attacked
16.5 million
times per day.



Strategic Radar Map

The strategic radar map provides a three-year plan for upcoming product and service changes.

- Standardize onboarding— Security Provisioning handles the allocation of privileges and permissions to users, to protect security in the enterprise, while allowing users access to everything they need to do their jobs in service of the citizens of Oklahoma. Processes in this area will continue to be streamlined to mature and standardize this service.
- Data Loss Prevention (DLP) – DLP ensures sensitive, regulated and critical information only reaches its intended recipients and helps prevent its mass exfiltration from the state’s secure environment. Achieving enterprise digital rights management and DLP will further enhance the state’s posture.
- Vulnerability scanning— Vulnerability scanning detects and classifies system weaknesses in computers, networks and communications equipment and predicts the effectiveness of countermeasures. OMES will continue to evolve operations in this space to ensure proactiveness.





Network and Server Operations

About Network and Server Operations

We troubleshoot and support network connectivity and server storage. Our services include:

Network Connectivity

We troubleshoot network outages and provide hard-wired and wireless network connectivity, along with routers, switches, load balancing and firewalls for applications and services.

Telecommunications

We support multimedia contact centers, physical phones, soft phones, conferencing, e-Fax and cabling.

Cloud Services

We implement tools to assist servers and integrate cloud technologies.

Cable and Tower Management

We'll check and modify existing cable, repair damaged cable, install new cable or cable racks and other fiber requests. We'll also help with service tower management.

Storage and Backup

Our network of servers stores a massive quantity of state data, including health records, tax information and other confidential materials.

“Updating our IT Service Management tools and processes will dramatically change how we serve our customers,” said Jason Garrett, senior director of Customer Success. “It will improve efficiency in solving IT issues and, in turn, allow state employees to return to serving Oklahomans.”

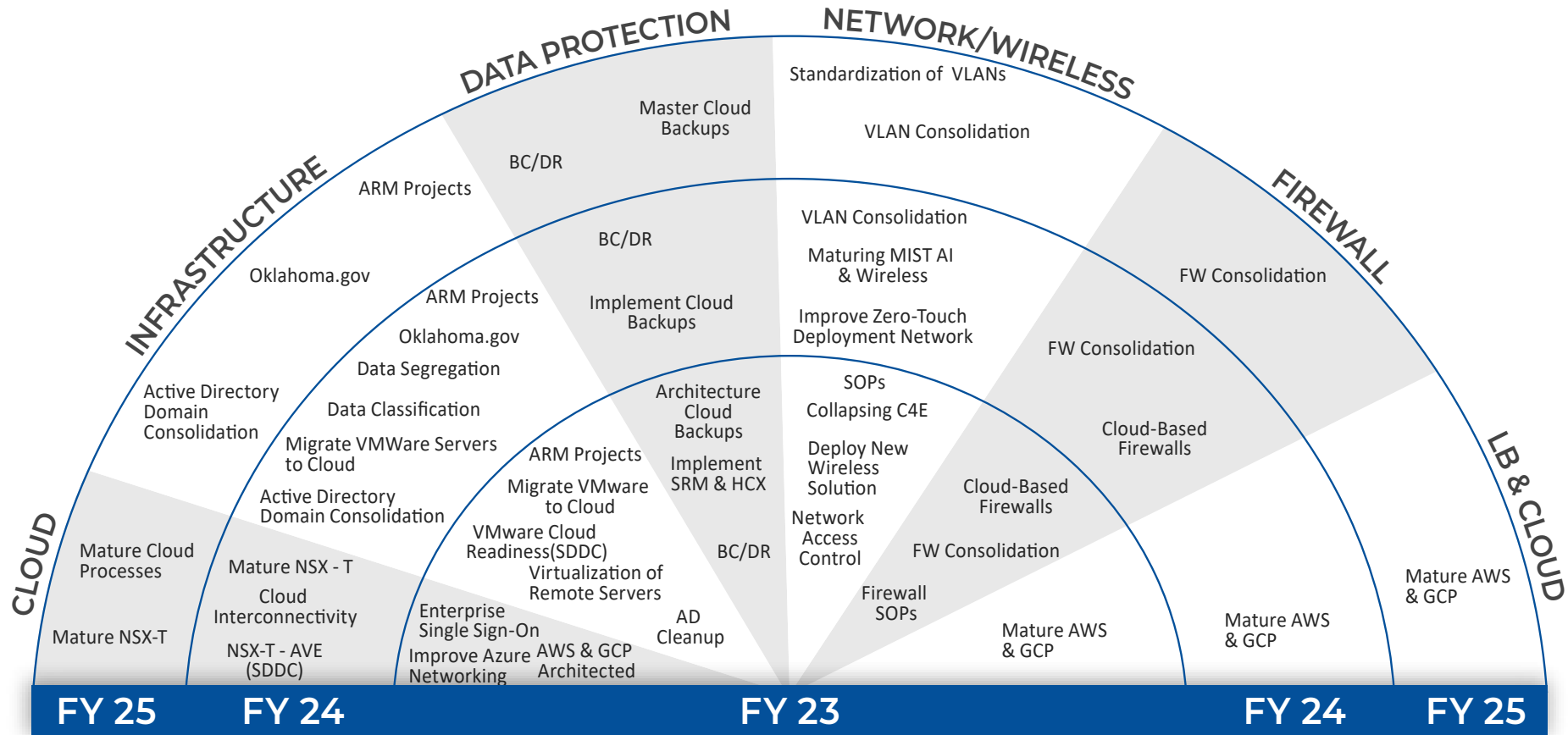
OMES
Networking
team supports
statewide
network.



Strategic Radar Map

The strategic radar map provides a three-year plan for upcoming product and service changes.

- Mature cloud processes – Ensure the health and compliance of applications of information in the cloud by enabling end-to-end visibility of networking and security from a single pane of glass.
- Mature networking and wireless artificial intelligence – Leveraging network solutions will optimize user experiences from client-to-cloud, including network assurance and more.
- Cloud migrations – Meet technology, performance and governance requirements for apps with consistent infrastructure.





Applications and Data

About Applications and Data

We build and support applications, web services and data integration. Our services include:

Application Support

Our team of software experts will approve and install software, diagnose error messages or performance issues, upgrade software or hardware and troubleshoot all other general questions.

Web Development

Our development team will develop and implement your web applications. We'll also update or change any information needed on your website pages.

Data Analysis

With CitizenData, we provide data analysis for your website to equip you with data-based insights so you can make better decisions.

Innovation Lab

To stay on the cutting edge of technology, our lab of innovators rapidly develops prototypes of hardware and software to continuously modernize our tech capabilities.

Application Modernization

We provide a full-scale approach as we evaluate legacy tech, determine a path to modernize and then archive that data and decommission the app.

Enterprise Applications

We help troubleshoot enterprise applications, like PeopleSoft, and can also help build and customize business applications.

"I just wanted to take a moment to let you know what a great job Trevor Pratt is doing. When the Zscaler project got turned over to me, I was quite lost. He helped get me caught up. He is great at organizing testing sessions and working with agencies. He always has a calm demeanor and is willing to stop and take a moment to explain things to me. He is a great asset to this agency." – Amber Mangham

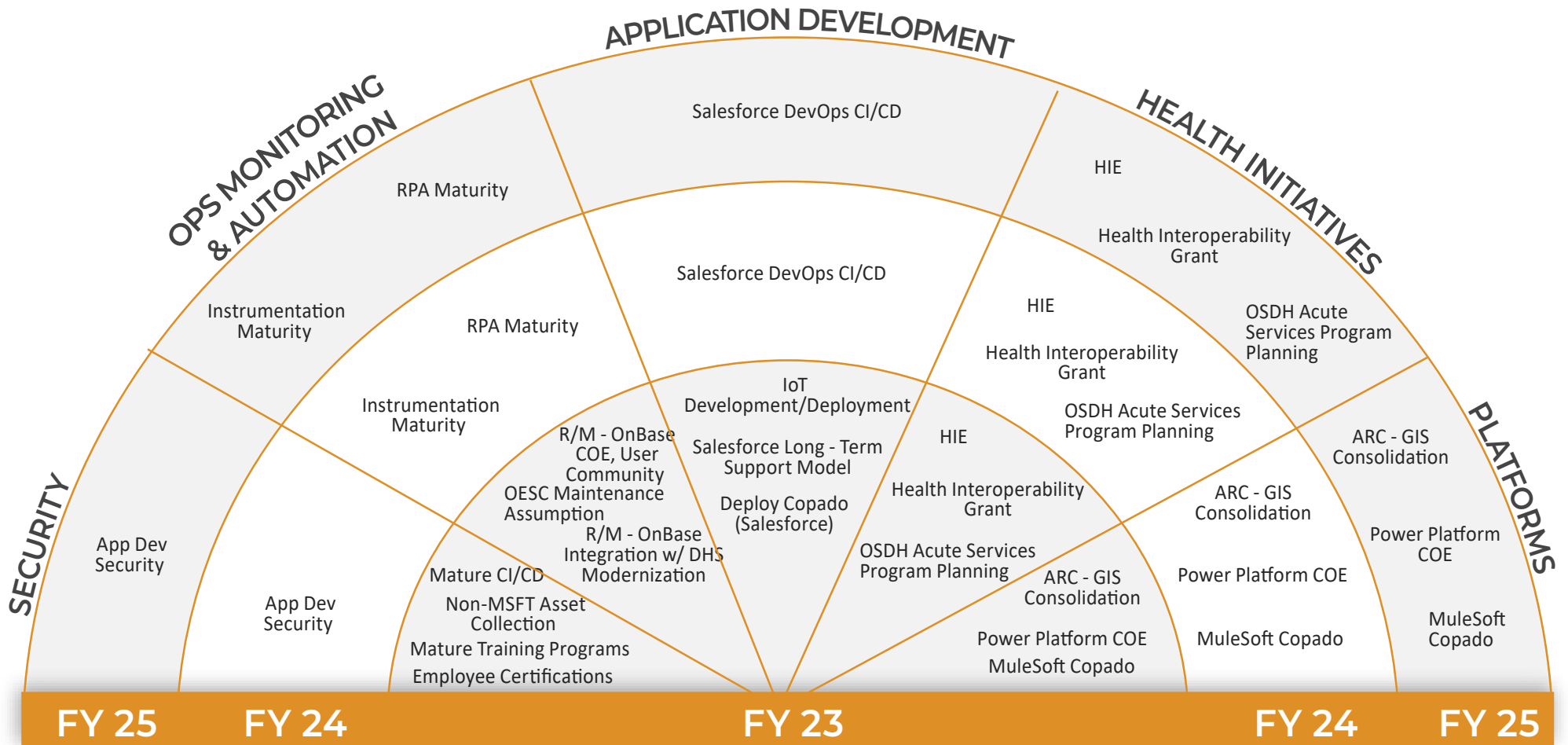
37,000
pages of
web content
migrated to the
Adobe Cloud.



Custom COTS and MOTS Strategic Radar Map

The strategic radar map provides a three-year plan for upcoming product and service changes.

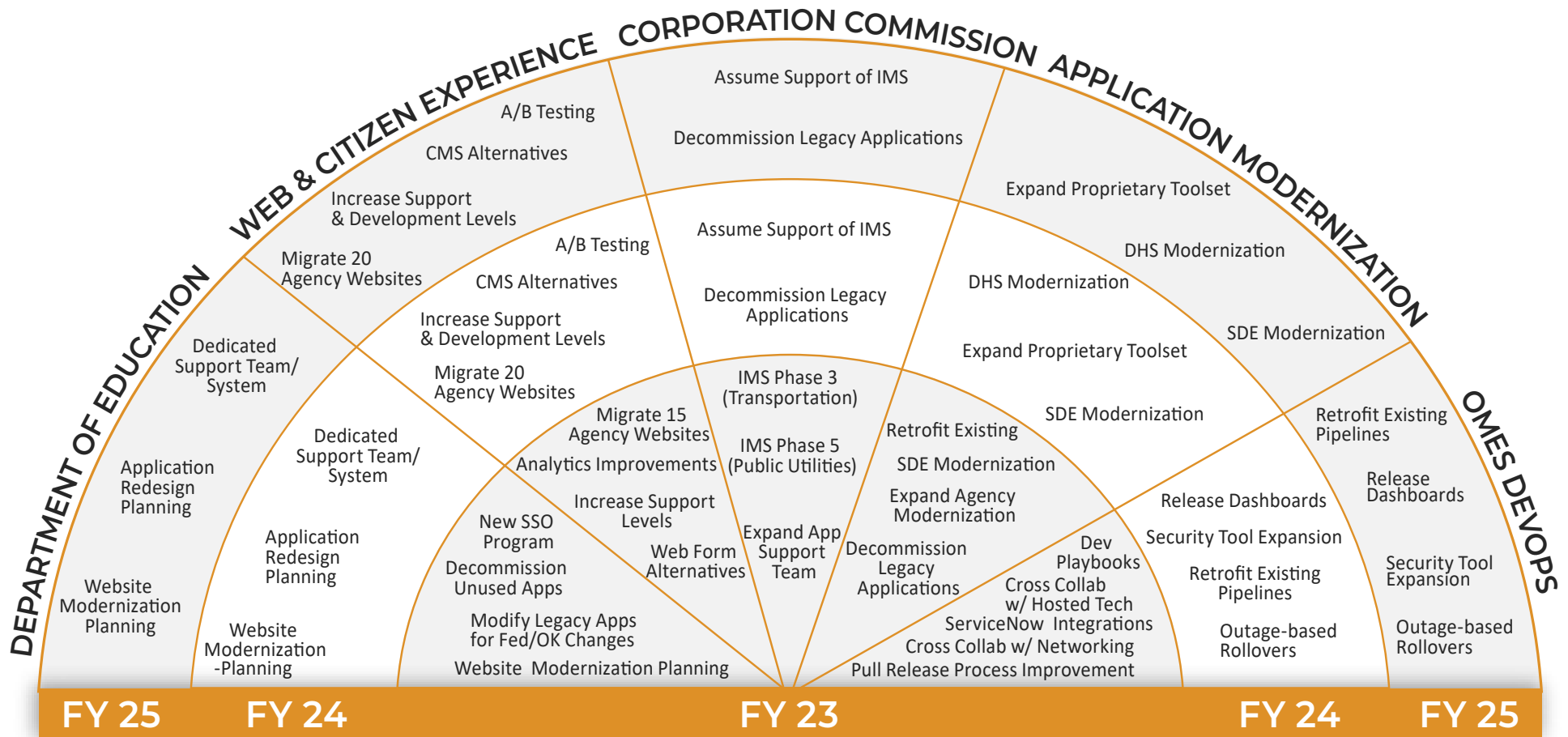
- Implementing custom development, enhancements, application hardening, ESB/Integrated Platform, and deep deployment monitoring and alerting.
- Administration of Custom Off the Shelf (CoTS) solutions, such as Salesforce/CRM – App/Org/License Administration.





Modernization Strategic Radar Map

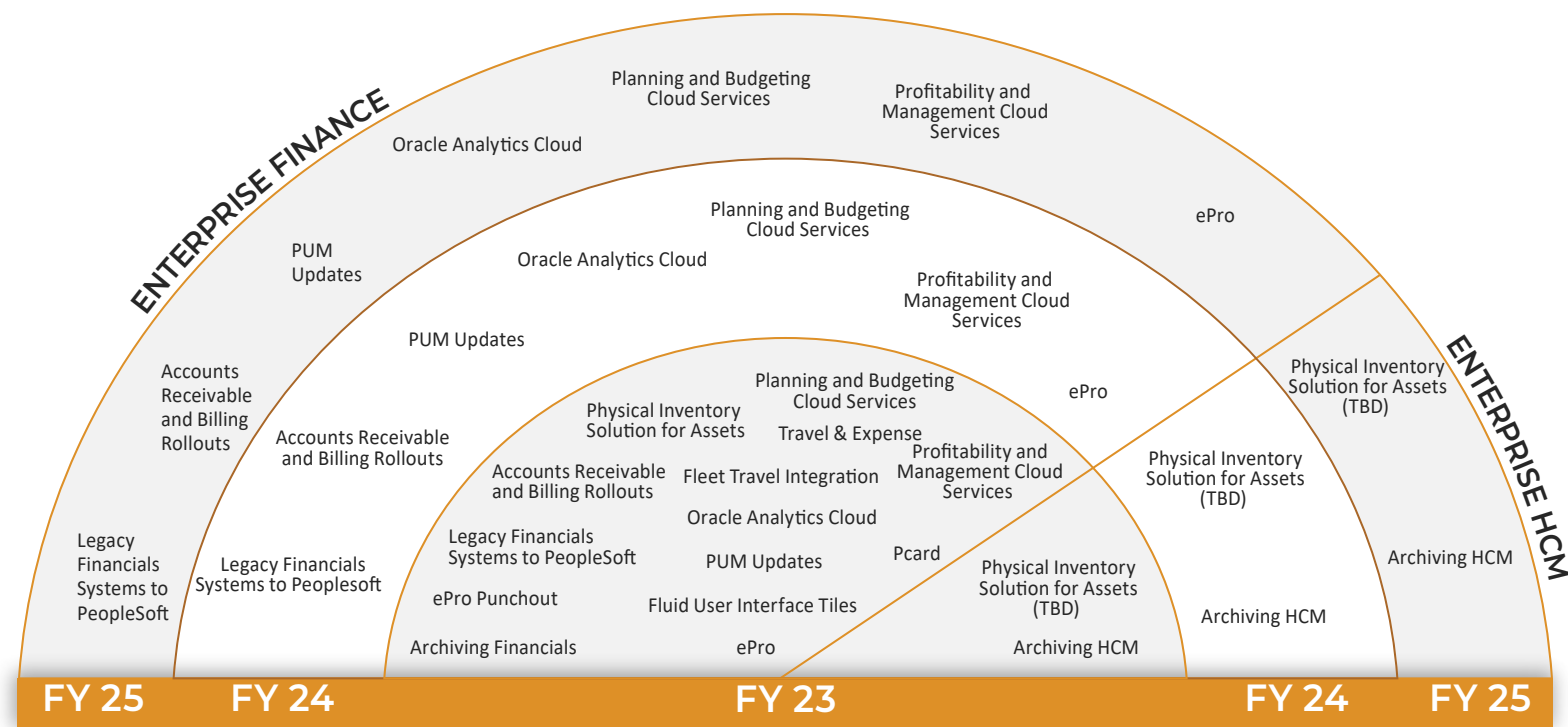
- Providing agency leadership, vendor partners and development staff with the tools and information needed to make the right investment decisions when it comes to modernization.
- Developing the state’s reference architecture and standards.
- Leveraging business process optimization to strengthen alignment of people, processes and technology, ultimately promoting efficiency and optimizing financial IT investments.
- Robotic Process Automation (RPA) streamlines workflows, which makes organizations more profitable, flexible and responsive. RPA also increases employee satisfaction, engagement and productivity by removing mundane tasks from their work days.
- Developing a comprehensive platform strategy that aligns digital channels, citizen experience, case management and data, with a modern approach to developing solutions in the cloud.





Enterprise Finance and HCM Strategic Radar Map

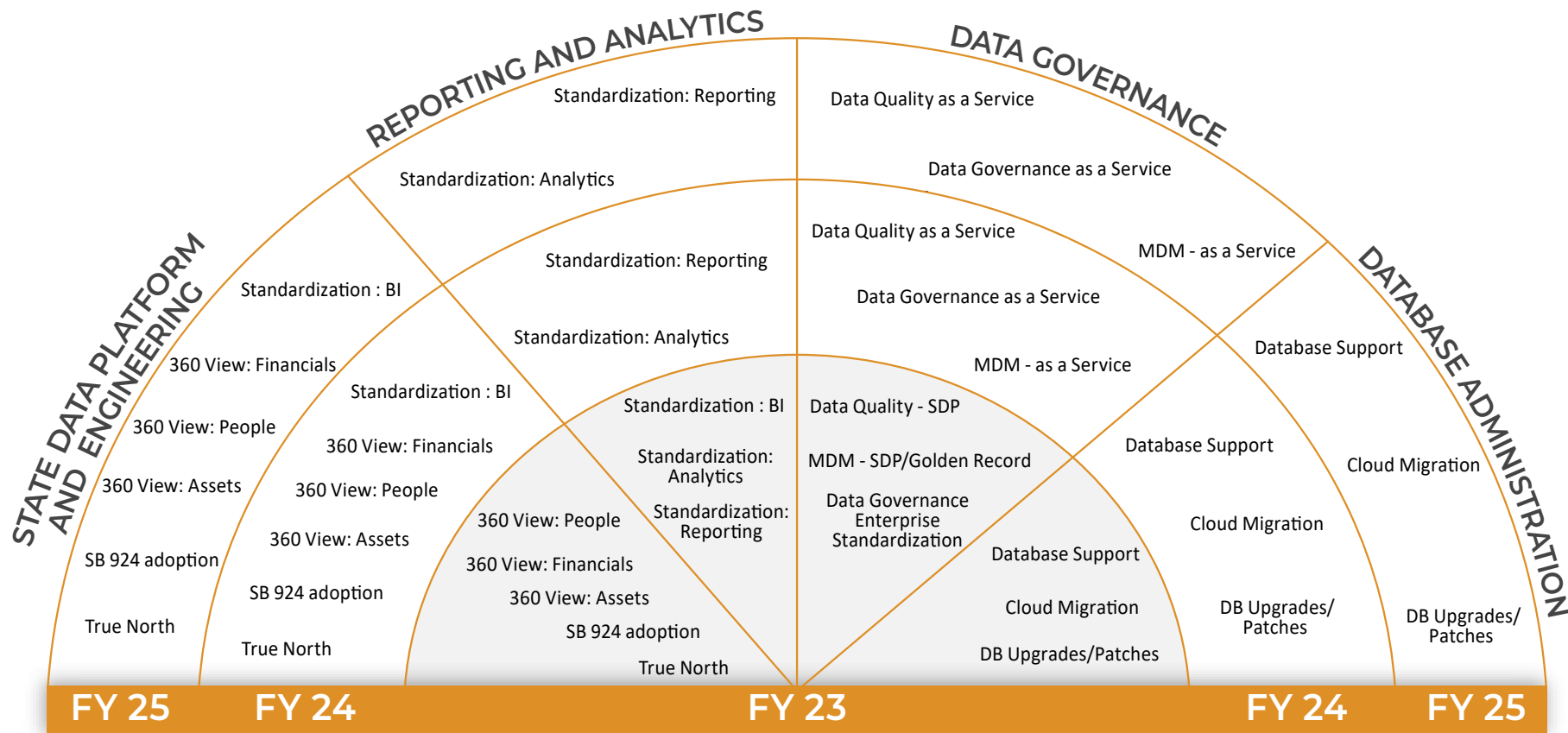
- PeopleSoft Financials & Supply Chain Management (FSCM) includes state standards for General Ledger, Accounts Payable, Purchasing, eProcurement, Grants, Projects, Contracts, Accounts Receivable, Billing, Inventory, Asset Management, Contracts Management and eSupplier.
- Oracle Enterprise Performance Management (EPM) includes Planning and Budgeting Cloud Services (PBCS), Financial Consolidation and Clos (FCCS), Profitability and Cost Management (PCM), Narrative Reporting, OKGrants – Grants provisioning software that provides grant management functionality for agencies that provide grants to other entities, Oracle Analytics Cloud (OAC) – State standard for financial reporting, and Oracle Identity Governance (OIG).
- Workday@OK is an enterprise solution that allows the state to efficiently handle our people-related activities and lifecycles in a post-COVID-19 hybrid working environment. All these functionalities are now part of a single, unified system. It also offers real-time workforce data and insights, helping state leadership anticipate, adapt and make data-driven decisions about workforce developments.





Data Services Strategic Radar Map

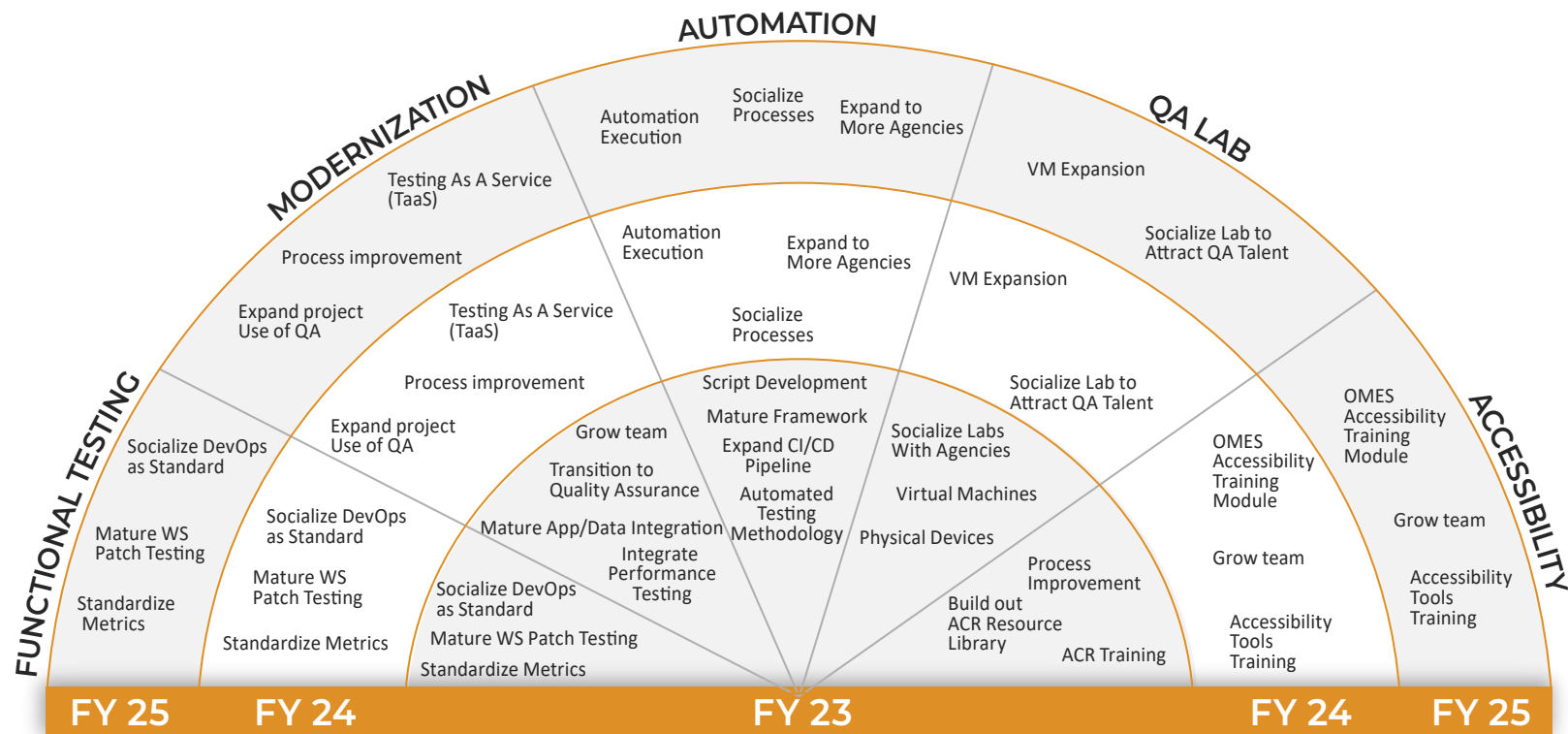
- The State Data Platform connects individual state agencies that offer complimentary services, from food benefits and school attendance to mental health and driver's license support. Its hub-and-spoke data sharing style allows agencies to work together to help improve the lives of Oklahoma's, while ensuring all information is protected and secure.
- Enable agencies to make data-driven decisions using Descriptive, Diagnostic, Predictive and Prescriptive analysis.
- Develop a high performing team of data engineers, analysts and data scientists who can collect information from disparate data sources for analytical or operational use.
- Develop and implement a statewide data governance strategy which enables agencies to manage the availability, usability, integrity and security of their information assets.





Quality Assurance Strategic Radar Map

- The Quality Assurance team provides project testing, test planning, and test-related documentation. The team is responsible for accessibility compliance testing, test execution, defect reporting/tracking, and serves as a liaison between development and customer for test defects and production issues.
- The Quality Assurance team is focused on implementing automated testing, automated API testing, automated testing for web apps, automated regression testing in a CI/CD pipeline, automated testing for thick apps and automated performance testing.





Administration

About Administration

We assess, plan and manage financial services, provide business analysis and strategize communications. Our services include:

Project Management and Analysis

Our team of project management and analyst experts exist to help with your strategic projects. We analyze your technology needs and assess, plan and manage solutions to help your agency innovate and modernize.

Human Resources

We assist in hiring, recruitment, performance reviews, calibration and training to ensure a positive employee culture.

Resource Management

We work with an agency in the initial planning and procurement phase of a project to ensure business and infrastructure resources are in place. We continue to manage resources throughout the project until completion.

Project Assurance and Governance

Our professional services team is embedded in state government with you and know how to navigate existing infrastructure, legislation and processes. We quickly assess and identify critical activities for project success.

Administrative Support

We help support all administrative tasks for delivery of tech services providing outreach, financial services and maintenance services.

Legal

We help support contracts, eDiscovery, technology planning and more, providing consulting and expertise when needed.

“The updates have increased performance in networking, computation and storage overall. We are transforming how our agencies report and track assets and their financials.”

– Ayana Wilkins, OMES Financial Enterprise Application Director

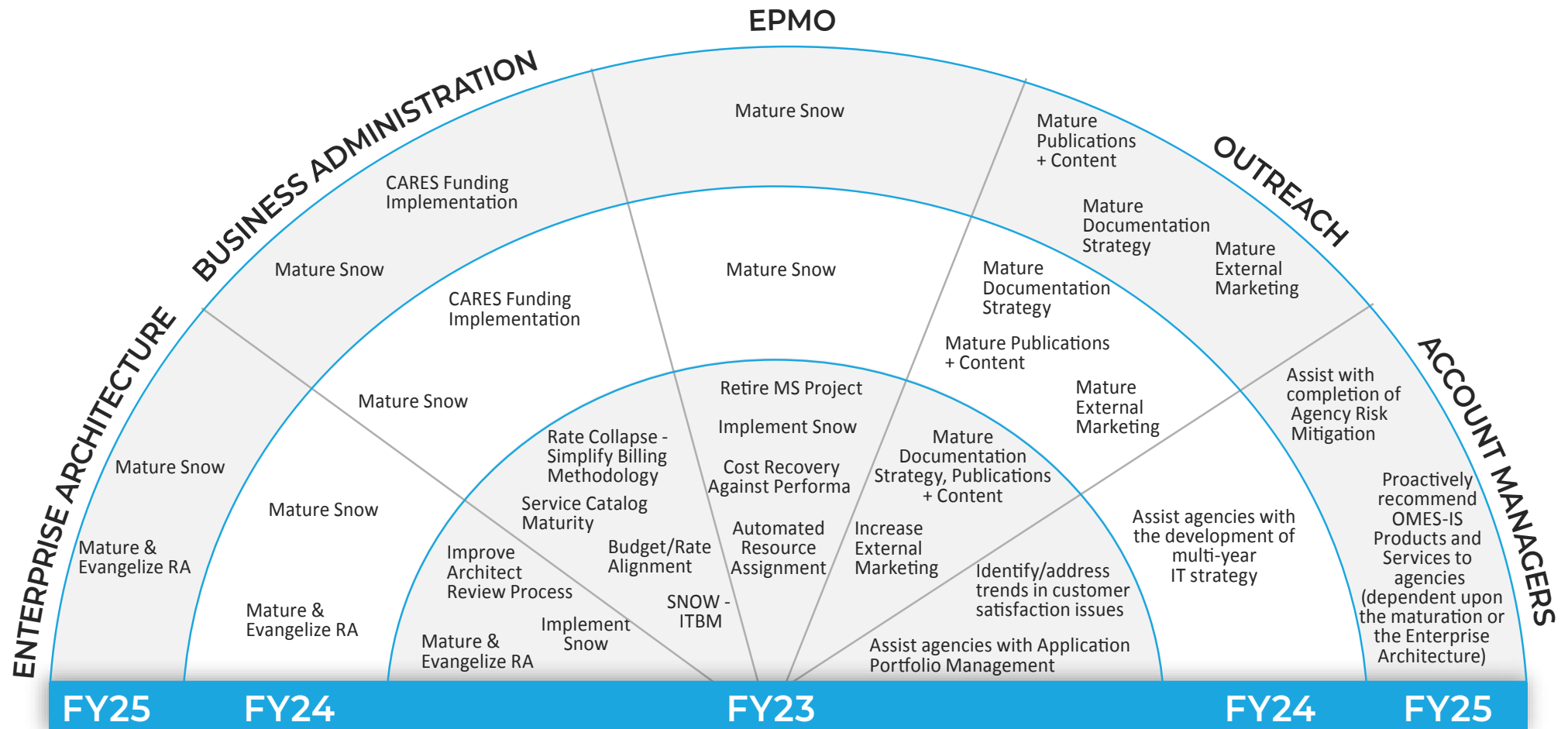
190+
projects
in flight at a
total cost of
\$30M.



Strategic Radar Map

The strategic radar map provides a three-year plan for upcoming product and service changes.

- Reference Architecture (RA) – The RA is evergreen and continually evolving. The premise of the tool is narrow down specific skillsets and supplier solutions to facilitate supportability, sustainability and scalability.
- Budget and rate alignment – Mature cycle alignment to better position IS with state and agency leadership ahead of important budgetary dates including budget request submissions and budget submissions.
- Implement Strategic Portfolio Management (SPM) – SPM will align strategy to work and provide the ability to plan, deliver and track value across different methodologies. Ultimately empowering teams to drive business outcomes and closing the gap between strategy and delivery.



IT Operations

About IT Operations

IT Operations team ensures delivery of technology services with minimal disruptions. Services include:

Problem Management

Identifies, diagnoses and eliminates reoccurring incident impact(s) to the State of Oklahoma's IT services and solutions.

Incident and Event Management

The Information Technology Operations Command Center provides incident response and manages major incidents giving visibility to management and customers on outages.

Change Management

Responds to partners' needs, requests and requirements quickly and efficiently while reducing incidents, disruptions and re-work.

Configuration Management

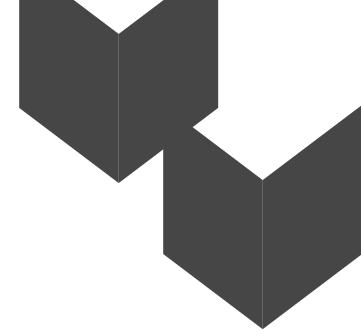
Responsible for identifying, recording, evaluating, coordinating, reporting and controlling configuration items by supporting process activities to maintain integrity.

Business Continuity and Disaster Recovery

Ensures continuity of operations for the state in the event of a disaster and prepares for rapid recovery of critical OMES IS operations.

“Our main goal is to respond to calls before they even come in.”
– Keith Hillemeier,
Technology Services Manager

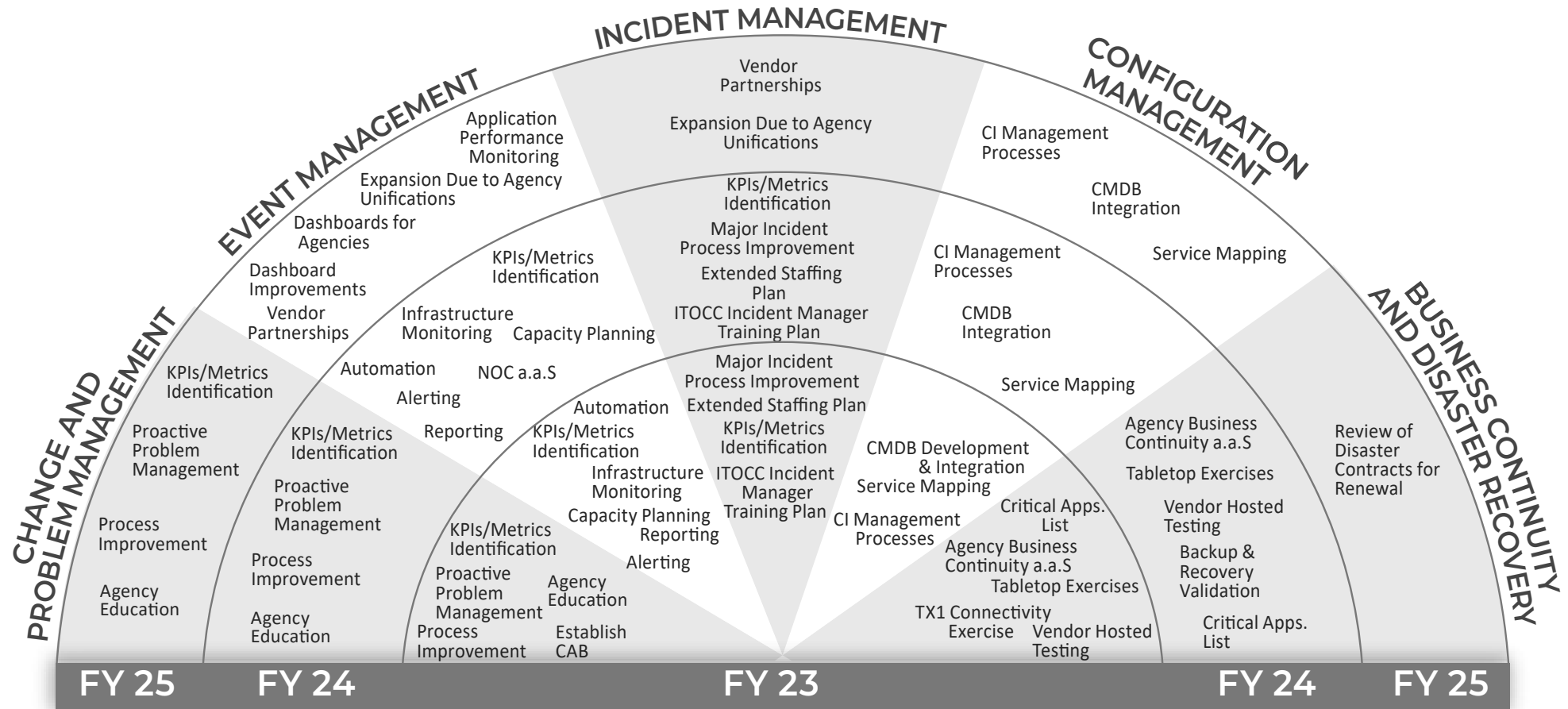
2K+
network
routers and
switches
are monitored
by ITOCC.



Strategic Radar Map

The strategic radar map provides a three-year plan for upcoming product and service changes.

- Configuration Management Database (CMDB) development and integration – A robust CMDB will help break down silos with a single system of action across all tables, views and apps, helping IS make data-driven decisions.
- Agency business continuity – Supporting our agencies in developing and maintaining critical application lists to understand, minimize and mitigate risk.
- Monitoring, alerting and reporting – Leveraging tools to proactively understand our environment and quickly respond to disruptions while providing transparency during technology outage or other critical events.



CTO Model



**Leslie Weaver,
Department of Health
CTO**

Leslie Weaver has been recognized as a pioneer across the public and private sectors. She has over two decades of experience in technology modernization, migration

and business transformation for organizations such as Oracle, Sonic and the FAA. For Oklahoma, Leslie implemented innovative, holistic solutions that transformed the way we deliver business value and tangible results. Weaver's goal is to accelerate citizen-centered solutions with rapid time-to-market while continually improving quality digital services.



**Victor Carneiro,
Employees Group
Insurance Division
CTO**

Victor Carneiro has 30+ years of IT experience in management, architecture, application development and multi-platform infrastructure, having held

senior leadership positions such as chief information officer, vice president of IT, IT director and senior IT architect. Carneiro has served as president of the OKC chapter of the Project Management Institute and VP of the OKC Association of Information Technology Professionals. He taught as an adjunct professor at the University of Phoenix and served as a member of the advisory committee for OSU-OKC, Vatterott College and ITT Technical Institute. He holds a master's degree in information systems from the University of Texas at Arlington and a bachelor's

degree in computer science from the University of Central Oklahoma.



**Isaac George, Service
Oklahoma CTO**

As the CTO at Service Oklahoma, Isaac George leads digital transformation by focusing on leveraging technology to simplify and streamline government operations. His experience and passion for technology

began at the Oklahoma Department of Human Services, where he played an integral role in shaping the OKDHS systems. He brings this experience to ServiceOklahoma to serve in its mission of serving the citizens of Oklahoma with best-in-class customer experience.



**Rob Teel, Department
of Corrections CTO**

Rob Teel began his career in Cyber Systems Operations while serving on active duty in the U.S. Air Force. Later he worked as a network manager for the State of Oklahoma and served as vice president for

an OKC-based professional IT consulting company. He also served as the Oklahoma County IT director and most recently, as America's Leader for the Center of Excellence for Hitachi Vantara. Rob is a member of the Oklahoma Air National Guard, a Scout Master, Paul Harris Fellow and serves on the advisory board for the Salvation Army's Center of Hope in OKC.



**Denise Figueroa,
Department of
Veterans Affairs CTO**

Denise Figueroa is a born-and-raised Puerto Rican and a computer engineer with 20+ years of experience in public service. She has a Master of Engineering

Management from the Polytechnic University of Puerto Rico. Additionally, she holds a certificate of professional development in emergency management through the Federal Emergency Management Agency (FEMA) and project management certification from the University of New Orleans. Figueroa held several positions at the University of Puerto Rico, as well as in state government, including COO, CTO and CPMO.

Figueroa also spent five years in the Washington, D.C. metro area as a subject matter expert and senior project manager in the reconstruction of a highly specialized hospital.



**Tab Pierce,
Department of
Transportation CTO**

Tab Pierce opens the line of communication between clients, customers and transportation agencies to align business goals with technology solutions. With over 30 years in both

public and private technology sectors, Pierce has experience in IT management, team building, network technology, IT security, strategic implementation, company collaboration and IT architecture. He has worked in enterprise-class IT environments for several industries including companies such as

CTO Model

has worked in enterprise-class IT environments for several industries including companies such as Enron, Sonic Corp, Devon Energy and OKDHS. Pierce is passionate about bringing new technologies to transportation to improve the overall experience for the citizens of Oklahoma.



**Bill Kerr,
Department of
Human Services CTO**

Bill Kerr joined state government in August 2020 after serving in private sector leadership positions in the oil and gas industry, as well as in custom software development.

Kerr's experience in leading a project management office and DevOps teams, as well as experience as a business partner and small business owner, enables him to bring a spectrum of tools to the state.



**Dan Ingram,
Oklahoma Corporation
Commission CTO**

Dan Ingram began working with the State of Oklahoma in 2007 serving in a variety of roles including program management, application development management and IT strategy. He has

worked closely with more than 17 state agencies from business segments including family and health,

education, labor, professional licensing and energy. He has led multi-disciplinary teams consisting of application developers, database administrators, project managers and workstation support staff to deliver services in collaboration with state agencies, vendors and nonprofit organizations. Currently, Ingram leads OCC digital transformation and modernization efforts.



**Erik Friend,
Department of
Education CTO**

Erik Friend has worked with computers and technology since he was five years old and has a wandering fascination with all the amazing things that technology can do. Erik

served in the U.S. Army for over 11 years, including three deployments in support of the Global War on Terrorism, Operation Iraqi Freedom, and Operation Enduring Freedom. After being honorably discharged from the Army, he returned home to Oklahoma and completed his Bachelor of Science in Mathematics from Northeastern State University. He found a passion working with and around students with disabilities at a residential facility in Oklahoma City.

That inspiration led to him pursuing a position at the Oklahoma State Department of Education with the Special Education Services division.



**Aaron Martin,
Oklahoma Medical
Marijuana Authority
CTO**

Aaron Martin began his career with the state in 2013 as an intern dedicated to a single agency. He decided to join OMES officially as an application

developer. During this time Aaron finished his graduate studies earning an MBA. Now part of the OMES architecture team he uses his technical skills and applies them to solve strategic problems like helping pioneer portable identities. Although you might catch him viewing technology as a playground, you'll now find him focused on leveraging technology to solve business problems.



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