



# OIT: Transition of I.T. Service Delivery

Progress and Goals Update

Dr. Joanne Hale  
Secretary of Information Technology

January 11, 2017

OFFICE OF  
INFORMATION  
TECHNOLOGY  
STATE OF ALABAMA



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# OIT Mission Statement

Make State Business  
Better, Faster, Safer,  
Cheaper



# Today's Agenda

- Introductions
- Transition Drivers
- Timeline
- OIT Organizational Structure
- Area Goals and Initiatives
  - Operations
  - Security
  - Support Services
- Q&A
- Next Steps



# Introductions

- Dr. Joanne Hale  
Secretary of Information Technology
- Jim Purcell  
Chief Operations Officer
- Mason Tanaka  
Chief Information Security Officer
- Cheri Martin  
Deputy Secretary of Information Technology

# Transition Drivers

## For Customers:

- Customer Service
- Transparency
- Cybersecurity

## For OIT Staff:

- Stability of Leadership
- Clarify Direction



# Timeline

- Executive Order 26
- Interagency Agreement
- Proposed Legislation
- October 2017



# Organizational Structure

Office of Information Technology

As of: 1/10/2017



Secretary of Information Technology  
State Chief Information Officer  
**Joanne Hale**

Executive Assistant  
Jane Clair Carter

Chief Information Security Officer  
**Mason Tanaka**

Deputy Secretary of Information Technology  
**Cheri Martin**

Chief Operations Officer  
**Jim Purcell**

Compliance

Policy

PMO

Application Development

Administrative Services

Support

Network Engineering

Infrastructure

Enterprise Systems

- Audit & Compliance Assessments
- Info Assurance
- Plan of Action & Milestones
- System Security Plans
- Monitoring
- Measuring
- Reporting
- Root Cause Analysis
- Cyber Intelligence
- Forensics
- Incident Mgt

- Policy Mgt
- Policy Development
- Security Education & Awareness
- Risk Mgt
- Privacy
- Business Continuity Mgt

- Portfolio Mgt
- Project Mgt
- Project Governance
- Change Mgt

- App Dev
- Business Analysis

- Procurement
- Licensing
- Vendor Mgt
- Finance/Accounting
- Training

- Temp Outsourced to Finance Department*
- HR
  - Finance
  - Legal

- Help Desk
- NOC
- ServiceNow
- Incident Mgt

- Security Architecture
- Shop/Desktop
- WAN
- LAN
- Voice

- Mainframe Ops
- Architecture
- Systems Admin
- Data Center

- App Admin
- App Support
- Communication
- Configuration Mgt
- Disaster Recovery

Security ~ Change Management ~ Project Management Support ~ Training and Education

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# OIT OPERATIONS

Mr. Jim Purcell  
Chief Operations Officer





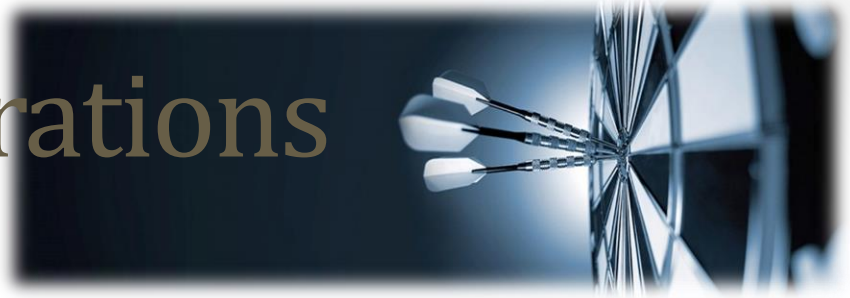
# OIT Operations



- Background
- CTO Brasfield & Gorrie since 1998
  - \$3 Billion in revenue
  - 180 jobsites in 19 states ~10 starts/stops per month
  - 22<sup>nd</sup> largest construction company in US
- Why applicable
  - Construction industry is excellent at the shared services and charge back world.
  - All costs have to make it out to the jobs and be recovered.
  - Cost accounting world
  - Transparency of cost is paramount
  - Thin operations on razor thin margins
  - Communications over various connections and conditions a way of life



# Mission of Operations



- Services organization
  - Provide fast, secure affordable IT services with transparent cost and no down-time.
    - Improve customer service
      - Service-Now, help desk training, 85% closed on contact goal, SLAs for resolution, transparency in performance
      - Not getting quick problem support will be addressed by reorganization and training
        - NOC operations merged with help desk for efficiency and consistency
      - Retirement of multiple ISD data centers
        - Cost savings and Resiliency
      - Cloud focus where it makes sense
      - Eye on the mission
    - Improve resiliency
    - Offer affordable services that agencies need to fulfill their mission.
      - Should the agency do this IT function
      - Can economies of scale or performance help
      - Can the state and the taxpayers benefit from a centralized service and delivery more efficiently for less money
      - Can we meet Federal match audit standards
    - We understand you have doubts, concerns but want to earn your business?



# Major Projects That Support Our Mission



- WAN Migration
- Old Legacy BellSouth NetVPN MPLS Network
  - AT&T set to retire
    - We must transition to the new technology or you will not have connectivity across the state
    - We are in an extended support agreement and pushing to meet the go dark deadline
    - Similar to a Windows forced upgrade
  - Huge undertaking
    - Very far down the road
    - End result will be faster service and multiple carriers for redundancy
    - Enables voice (VOIP) and video success



# Major Projects

## That Support Our Mission



- WAN Migration
- Data Center Consolidation
- Data Center Facility Age
  - State House then Folsom
  - Flooding
  - Heat in the summer time
  - Older infrastructure of fire suppression and physical security
- Moving to RSA Dexter
  - State of the art facility



# Major Projects

## That Support Our Mission

- WAN Migration
- Data Center Consolidation
- VOIP



- Going after the old beige phones first
- We will work with you on a case by base, agency by agency basis
  - Understand your needs
  - Come up with a collaborative solution
  - It has to support the mission
- DHR
  - 65% rolled out ShoreTel
  - Has staff to support further roll out
  - Can come back later and add SIP trunking and centralized switching with existing handsets



# SECURITY AND POLICY

Mr. Mason Tanaka  
Chief Information Security Officer



# CISO Mission Statement

To develop, maintain, and promote  
an Enterprise Cybersecurity  
Program that establishes security  
goals, objectives, and requirements  
that minimize risk to information  
systems and data leading to an  
improved cybersecurity posture for  
the State of Alabama.



# Enterprise Cybersecurity Program

- Adoption of Federal Standards
  - National Institute of Standards and Technology (NIST)
  - Federal Risk and Authorization Management Program (FedRAMP)
- Risk-Based Approach
  - Identify potential threats and vulnerabilities.
  - Implement the right security controls to mitigate those flaws.





# Enterprise Cybersecurity Program (cont.)

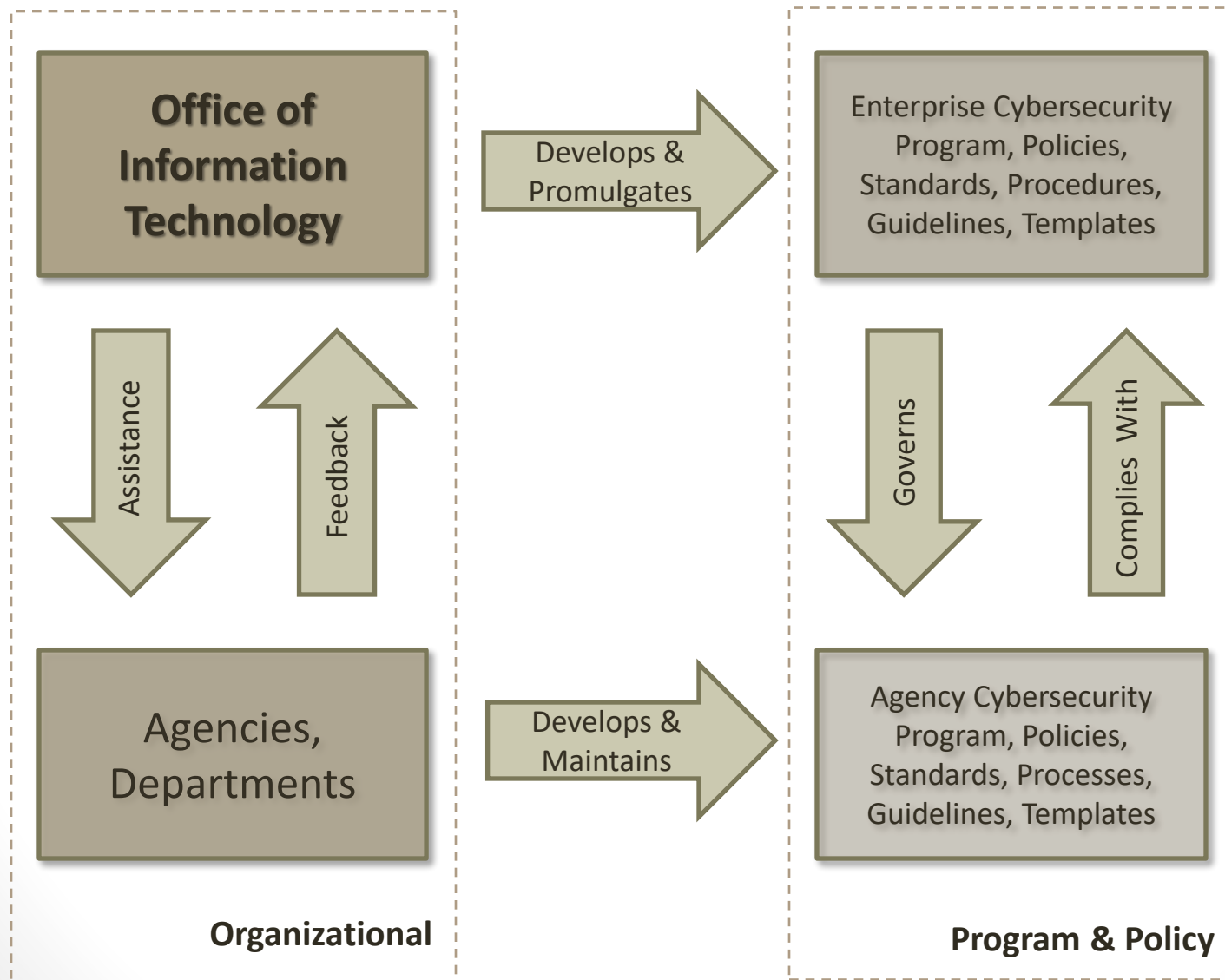
- Main Goals:
  - Confidentiality: Ensuring systems and data are protected from unauthorized access.
  - Integrity: Ensuring data is an accurate and unchanged representation of the original secure information.
  - Availability: Ensuring systems and data are readily accessible to the authorized user.
- Develop and Promulgate Policies and Standards that support the Cybersecurity Program



# OIT Agency Assistance

- Improve Agency Cybersecurity Posture
  - Agency Specific Cybersecurity Plans, Programs, and Policies
  - Federal Compliance and Audit Support
  - Network and Systems Security Assessments
- Utilize Existing Agency Federal Reporting Requirements
- Foster a collaborative and mutually-beneficial relationship

# OIT – Agency Relationship





# ADMINISTRATION AND PROJECT MANAGEMENT

Ms. Cheri Martin

Deputy Secretary of Information Technology



# Administrative Support - Mission

- To Minimize costs to provide IT services
- To Streamline administrative processes
- To Maximize resource availability
- To ensure successful completion of IT Projects



# Administrative Support

- Procurement
  - Process Internal purchases needed to provide IT services
  - Establish and Manage Statewide IT Contracts **Get Best Value**
  - Review and Approve Agency IT purchases
- Finance/Accounting
  - Manage Office Funds and Budget
  - Process Accounts Payables and Receivables\*\*
- Service Catalog/Billing
  - Define services and map costs **Transparency**
- Personnel
  - Process internal personnel actions\*\*
  - Establish statewide IT Training and Education plans **Strengthen Skills**
- Asset Management
  - Inventory Software Licenses
  - Inventory Software Systems
  - Inventory IT Hardware
  - Inventory IT Staff

# IT Governance & Project Management

- IT Governance
  - Monitor and oversight of significant IT projects
  - Conduct IT Project Audits
- Project Management Services
  - Manage internal projects.
  - Manage Enterprise projects.
  - Provide PM support to agencies with Standards and Best Practices



# Questions?





# Next Steps

- Legislation
- Facilitate open communication
- Quarterly updates



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