

**Arkansas State CIO
IT Academy**

April 15, 2014

Welcome

State of the States: Priorities, Trends and Issues
State of Arkansas Broadband

Arkansas State
CIO IT Academy
April 15, 2014

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State of the States: Priorities, Trends and Issues

**Technology Forecast 2014: What State
and Local Government Technology
Officials Can Expect**

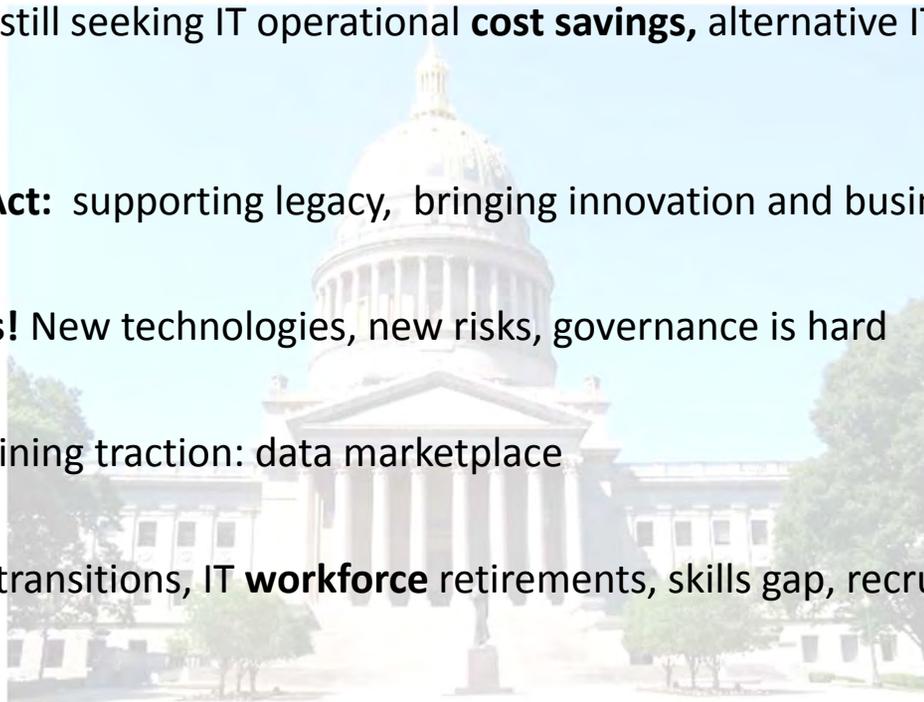
State of Arkansas Broadband

**Broadband Manager
Roles/Responsibilities**

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- ✓ Fiscal recovery: CIOs still seeking IT operational **cost savings**, alternative IT sourcing strategies and **collaboration**
- ✓ **State CIO Balancing Act:** supporting legacy, bringing innovation and business transformation
- ✓ **Cybersecurity threats!** New technologies, new risks, governance is hard
- ✓ **Open government** gaining traction: data marketplace
- ✓ Continuing State CIO transitions, IT **workforce** retirements, skills gap, recruiting challenges





5) How would you characterize your IT budget this fiscal year? (State Government Only)

- 18% A. Increased by 10% or more
- 45% B. Flat
- 21% C. Reduced by up to 10% or less
- 8% D. Reduced more than 10%
- 9% E. What budget?

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*View from the
State CIOs*

**Driving the Enterprise
Imperative**

**Balancing Legacy
and Innovation**



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IT and Solution Priorities 2014

1. **Cloud computing:** software as a service, infrastructure, platform, storage
2. **Security** enhancement tools
3. **Mobile** workforce : technologies, solutions
4. **Enterprise Resource Planning (ERP)**
5. **Virtualization:** servers, desktop, storage, applications, data center
6. **Legacy** application modernization/renovation
7. **Business Intelligence (BI)** and Business Analytics (BA)
8. **Disaster Recovery/Business Continuity**
9. **Identity** and access management
10. **Networking:** voice and data communications, unified

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18) When you woke up this morning what was your top pain point? (State CIOs only)

- 18% A. IT security threats
- 25% B. IT workforce
- 14% C. Supporting legacy environments
- 21% D. Lack of shared vision for technology
- 16% E. IT procurement process
- 7% F. No pain, no gain

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What percentage of your state IT workforce is eligible for retirement in the next year? (State Government Only)

17% A. 10%

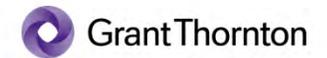
33% B. 20%

17% C. 30%

8% D. 40%

25% E. More than 40%

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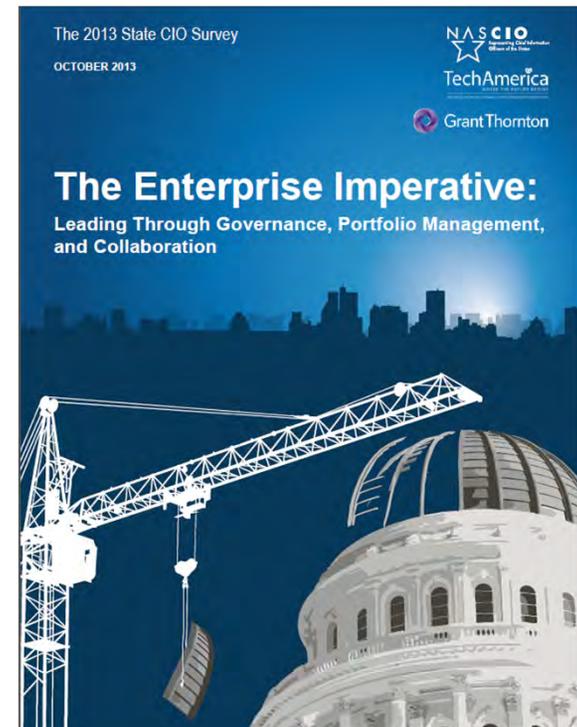
CIOs seeking enterprise approaches and solutions

Cybersecurity requires governance and investment

Outsourcing of IT applications and the use of shared services models increasing

Consolidation and cloud services growing

Innovation in IT procurement



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ARKANSAS STATE BROADBAND MANAGER'S REPORT

**REPORT AVAILABLE ONLINE AT
STC.ARKANSAS.GOV**

Arkansas State Broadband Manager's Report



Period Ending December 31, 2013

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Areas of Focus for Arkansas

1. AVAILABILITY

2. AFFORDABILITY

3. ADEQUACY

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Broadband Availability

Arkansas Rankings/National Broadband Map	
#41	Speed
#40	Technology (DSL, Fiber, Cable, Wireless, Other)
#50	# Wireline Providers Greater Than 3
#44	# Wireless Providers Greater Than 3
#21	Under Age 5
#21	Age 5-19
#22	Age 20-34
#42	Age 35-59
#28	Age 60+



National Broadband Map
How connected is my community?

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Broadband
Availability

ACT 442 (HIGH COST FUND)
89TH GENERAL ASSEMBLY

**INITIATIVES TO
INCREASE
AVAILABILITY**

CONNECT AMERICA FUND
FEDERAL COMMUNICATIONS
COMMISSION

DELTA TECHNOLOGY
EDUCATION CENTER

FIRSTNET

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Broadband
Affordability

**ACT 442 (HIGH COST FUND)
89TH GENERAL ASSEMBLY**

CONNECT ARKANSAS-COMPUTERS 4 KIDS

E-RATE

RURAL HEALTH CARE PROGRAM

**INITIATIVES TO
INCREASE
AFFORDABILITY**



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Broadband Adequacy

PRIVATE SECTOR/PROVIDER INITIATIVES
(See page 23 for complete list of initiatives)

ARKANSAS RESEARCH EDUCATIONAL OPTICAL NETWORK (ARE-ON)

INITIATIVES TO INCREASE ADEQUACY

E-LINK

NEXT GENERATION STATE NETWORK





Next Steps for July 1, 2014 Reporting Period

1. Finalize a broadband plan
2. Conduct additional outreach with service providers
3. Summarize and report statistics from the 2013 Connect Arkansas Broadband Survey in comparison with the 2012 survey results



IT Consolidation: A Key Strategy for Years

To address budget issues and control operational costs

Facilities: reducing data centers, equipment, operational costs

Enterprise services: networks, email, telecommunications, imaging, wireless

Server consolidation: reducing footprint, operations, security impact, backup/recovery

Applications: enterprise, similar business functions

IT personnel and staffing

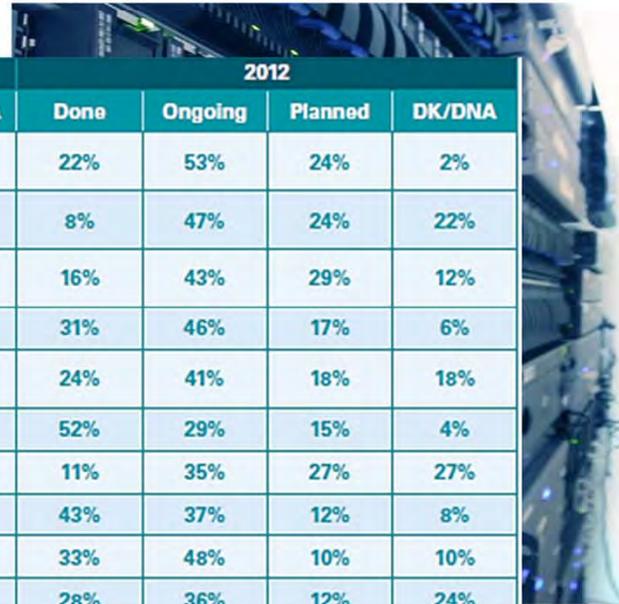


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What is the Status of IT Consolidation?

Item being consolidated	2013				2012			
	Done	Ongoing	Planned	DK/DNA	Done	Ongoing	Planned	DK/DNA
Backup/disaster recovery	28%	59%	14%	4%	22%	53%	24%	2%
Business applications	19%	48%	19%	21%	8%	47%	24%	22%
Content management	15%	45%	26%	17%	16%	43%	29%	12%
Data centers	31%	60%	17%	2%	31%	46%	17%	6%
Desktop support	29%	31%	25%	20%	24%	41%	18%	18%
Email	53%	37%	10%	6%	52%	29%	15%	4%
Imaging	6%	40%	21%	35%	11%	35%	27%	27%
Security	32%	50%	20%	6%	43%	37%	12%	8%
Servers	30%	63%	16%	4%	33%	48%	10%	10%
Staff	38%	30%	23%	15%	28%	36%	12%	24%
Storage	30%	54%	18%	4%	27%	57%	8%	8%
Telecom	56%	39%	12%	4%	62%	28%	8%	2%



Source: NASCIO-TechAmerica-Grant Thornton LLP 2013 State CIO Survey

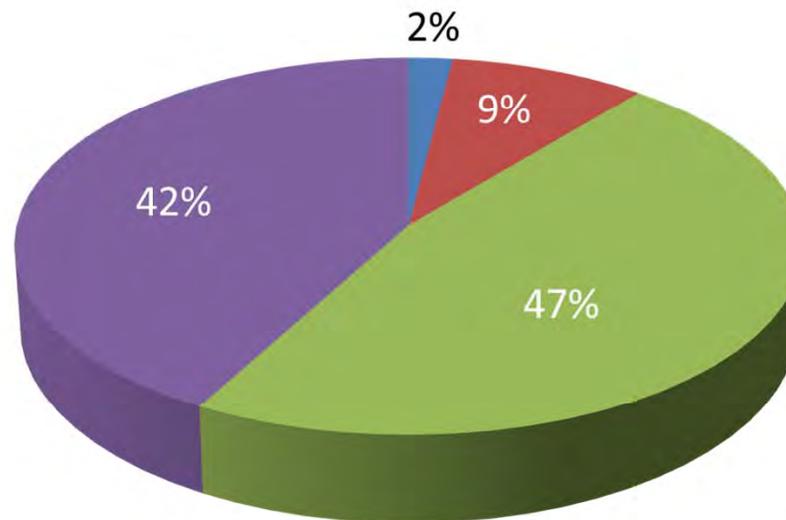


Status of Email Consolidation in the States



Source: NASCIO-NASTD Joint Survey, April 2013

- Project has been cancelled
- Planning stage
- Project is ongoing
- Project is done





Why is the state government forecast cloudy?

- Cost savings and efficiency
- Flexibility and scalability
- Reduced data center issues
- Rapid application development
- Better data security



Cloud can enable innovation

- Move from systems-centric to services-centric
- Shift spend from O&M to new services
- Support collaboration, transparency, insight



Cloud Services

What is your state's status regarding cloud services?		
	2013	2012
The state is already highly invested in cloud services	6%	15%
The state has some applications in the cloud and is considering others	68%	56%
The state is still investigating cloud services	22%	19%
The state has considered cloud services but has rejected it	2%	0
Other	2%	10%
Don't know/does not apply	0%	0





Cloud Services

How has your state procured third-party cloud services?		
	2012	2013
Used an existing procurement vehicle not specifically designed for cloud services	65%	65%
Created a specific procurement vehicle for cloud services	44%	47%
Leveraged cloud services procurement vehicles created by multijurisdictional consortia	15%	31%
Leveraged cloud services procurement vehicles created by the federal government	6%	16%



Because of state procurement challenges, expect continued growth in multistate and cooperative purchasing options in 2014.



Cloud Services Arkansas Approach

- Arkansas State Data Center West
 - Infrastructure as a Service (IaaS)
 - Platform as a Service (PaaS)

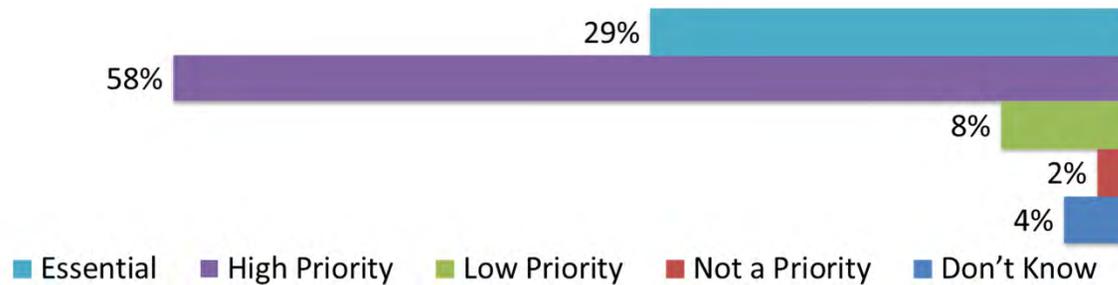


Goal: All public data backed up with tested recovery process

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Within the state CIO's strategic agenda and IT operational plans, how would you characterize mobile devices and applications?



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How is your state managing mobility?

	2012	2013
Totally fragmented and uncoordinated	12%	10%
A few coordinated government-wide projects and initiatives, but mostly fragmented efforts	46%	49%
Mostly coordinated government-wide projects and initiatives, a few fragmented efforts	32%	37%
All mobility projects well-coordinated government-wide	6%	0%
Don't know/does not apply	4%	4%

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Mobility Arkansas Approach

- “Mobile first” (Arkansas.gov)



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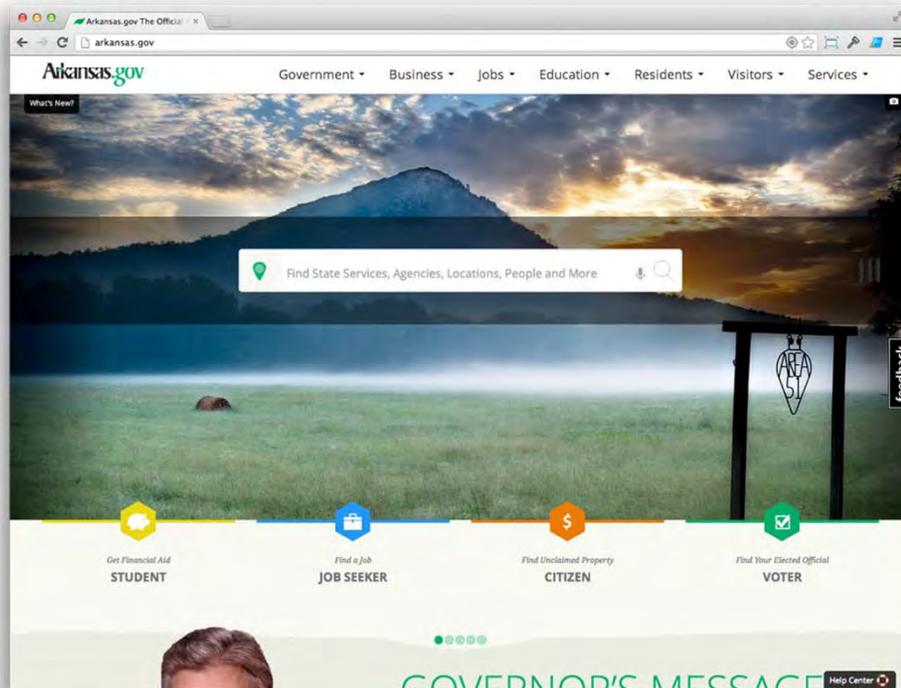


Enterprise Solution

- One payment engine
- Only go through one PCI audit
- All government services follow a common look & feel
- Save money while providing consistent mobile services to citizens



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Responsive Design



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Arkansas Gov2Go

- Provide access to information via two-way text messages
- Accesses databases of thousands of government agencies, people and services
- Setup reminders and alerts

What other kinds of services can we provide through SMS?

- “Smart notifications” that remember details about recipients
- Interactive support, similar to phone system menus

Awarded Interactive Media Awards
“Best in Class”



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What to Expect in 2014

- Continued cybersecurity threats, data breaches and inadequate state response
- More cloud services deployed – private, managed and outsourced
- Some progress in procurement reform for cloud
- Focus on project/portfolio management discipline
- More collaboration on projects and services
- Innovation in IT workforce strategies
- 39 gubernatorial elections – impact
- Surprises...?



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