

DATE: June 29, 2017

TO: GOVERNMENT SPENDING AND EFFICIENCY COMMISSION
HONORABLE DREW PERKINS
HONORABLE JOE MACGUIRE

FROM: Tony Young, CIO 

SUBJECT: Agency Work to Promote Efficiency and Reduced Spending

In response to: agency work to promote efficiency and reduce spending, including any prior studies completed or work done to improve agency inefficiencies

1. A prior study was conducted by the Management Audit Committee, which led to the consolidation of IT and the establishment of ETS.
2. Through the consolidation effort, IT positions were reduced from 283 FTE to 242 FTE.
3. Every budget year, ETS works with each agency to analyze the use of our enhanced services (400 series) and collaboratively try to find efficiencies in what services they are utilizing. We walk through each individual enhanced service in detail and encourage each agency to participate in these enterprise level services which can ultimately lower the cost of IT across all State government.
4. ETS provides a quarterly “cell device zero usage report,” which is shared with agencies who then identifies devices that can be turned off.
5. Enterprise solutions:
 - a. LANDesk - enables ETS technicians to provide remote support reducing the need to travel.
 - b. CrowdStrike - provides universal endpoint protection, increases our security posture and eliminated the need for two other applications.
 - c. Unified Network - provides redundant high speed network connectivity.
 - d. Cloud environment - provides anytime anywhere access, redundancy, backups, and a decrease to hardware and software purchases.
 - e. Data Center co-location - provides a highly secure environment and redundant environmental for State IT equipment.
 - f. Enterprise database environment - provides for a single location for databases needed across agencies improving support, and lowering licensing costs.
 - g. Trello - a free cloud solution providing task management to ensure items are being assignment and completed.
 - h. KissFlow - a cost effective cloud solution providing a basic approach to approvals for process such as travel, training and purchases.



- i. ETS Request - a cloud solution providing an avenue for agencies to gain CIO approval for IT contracts, RFPs and purchases.
- j. Help Ticket System - a cloud solution providing a method for agencies to request desktop support, password requests, etc.

In response to: prior studies or work done to identify or improve agency inefficiencies

1. N/A - ETS was established in 2012 through consolidating common and shared services related to technology. No further studies have been conducted since agency inception. However, there is currently an interim study on this topic assigned to JAC.

In response to: non-priority programs and expenditures that may be statutorily required but which could or should be discontinued

1. N/A - ETS is a service agency and does not have programs outlined in Wyoming Statute.

In response to: agency-related statutory provisions that lead to inefficiencies

1. Increased oversight of 400 series
 - a. ETS collaborates with agencies in developing the needed funds to support their IT needs. However, there are no provisions in statute giving ETS oversight of the movement of these funds. The Budget Office does work with ETS when agencies request moving 400 series funds into other areas of their budget, but they are not required.
2. 9-2-1036 (g): Annual Report on Concerns with Unfair Competition
 - a. The state chief information officer is required to submit an annual report to JAC for a mandate assigned to the Department of Administration and Information (A&I).
 - b. We believe this language was missed when ETS was established and the language could be updated to the Director of A&I.

In response to: suggestions for improvement in efficiency, i.e., describe your “perfect world scenario”

1. ETS plans to present to JAC in July two items related to the interim study, priority #2, ETS Consolidation, Hardware and Software
 - a. Direct Bill Program - ETS will be recommending this program to be funded through a recapture process involving the Statewide Cost Allocation Program (SWCAP) for those positions providing common services.
 - i. ETS provides services such as help desk support and database, network, server, and systems administration for the enterprise. However, there are approximately 30 FTE within the direct bill budget model providing these same services to single agencies.



- ii. The funding for these positions could be moved to ETS to provide an enterprise approach to support these agencies, which would allow for cross-training among other technical experts and better unified support.
 - iii. Streamlining the billing process would create efficiencies and simplify the budgeting process. Currently, ETS budgets for spending authority, the agencies budget funds in their 400 series and then ETS has to bill agencies monthly. Moving this process to SWCAP would allow for the billing to occur within A&I's existing process.
- b. Wyoming Unified Network - State agency circuit funding: General Funds and 300 Series
 - i. ETS will be requesting approximately \$3M as an exception request for the 19/20 biennium budget to generally fund non-core network circuits for State agencies. ETS has estimated the biennial cost savings to be approximately \$1.3M across all funding sources.
 - ii. ETS will be modifying the assessment and purchasing of approximately 358 circuits. A number of locations outside of Cheyenne still utilize legacy circuits, which can create bandwidth challenges and periodic loss of connectivity.
 - iii. Due to these outdated technologies being costly to maintain and support, ETS is conducting a statewide assessment of locations to determine the appropriate circuit, and will move forward for the remainder of the 17/18 biennium with the purchase of upgraded circuits for these locations.

