

# The Texas Transformation Delivering Technology that Matters



 **Texas**  
**K-12 CTO Council**

June 22, 2009

**Brian S. Rawson**  
Chief Technology Officer  
State of Texas

## “Transformation” Defined

---

**trans·for·ma·tion (trans-fər-mā-shən) *n.* To change markedly in appearance, form, nature or condition.**

***The Texas Transformation:* Harnessing the power of information and communications technology to transform state government to best serve the state’s citizens, clients and customers.**

# Texas – Setting the Stage

---

## ▶ Population

- ▶ 23.5 million people – second largest in the country
- ▶ 1,500 cities
- ▶ 254 counties

## ▶ Education

- ▶ 4.6 million public school children
- ▶ 8,000 school campuses
- ▶ 1,220 school districts and charter schools
- ▶ 615,700 K-12 employees including 311,600 teachers
- ▶ 980,000 public higher education students
- ▶ 98 institutions of higher education
- ▶ 145,000 higher education employees

# ICT in Texas State Government

---

- ▶ **State government**

- ▶ **141 state agencies**

- ▶ Employ 144,000 people
    - ▶ 37,500 in the Austin area

- ▶ **Number of Information Technology workers**

- ▶ 5,000 in state government
    - ▶ 11,000 in higher education

- ▶ **Total IT spend**

- ▶ \$2.2 billion/year (est.) across state and higher education

- ▶ **Total personal computers**

- ▶ 110,000 desktops in state government
    - ▶ 437,000 desktops in higher education
    - ▶ 86,000 laptops in state government
    - ▶ 28,000 laptops in higher education

# Agency Overview

---

**DIR Mission: To transform the delivery of technology to government agencies so they can better serve Texas citizens.**

**DIR is responsible for providing statewide leadership and oversight for management of government information and communications technology by**

- ▶ **Leveraging the state's investment in shared technology infrastructure**
- ▶ **Protecting and securing technology assets and information while safeguarding citizen privacy**
- ▶ **Simplifying citizen, government, and business access to public-sector services and information**
- ▶ **Promoting the innovative use of technology that positively impacts the state's business, as well as its economic development**

**DIR works in partnership with government entities to ensure that the state's technology enterprise meets the needs of Texas citizens.**

**DIR's customer base includes public education, state agencies, and local governments (cities, counties, etc.)**

---

“Vision without a strategy and execution is simply an interesting story.”

Mark Hurd  
CEO, Hewlett Packard

# Statewide Technology Goals

---

- ▶ Leverage the state's investment in shared technology infrastructure
- ▶ Protect and secure technology assets and information while safeguarding citizen privacy
- ▶ Simplify citizen, government and business access to public-sector services and information
- ▶ Promote the innovative use of technology that positively impacts the state's business, as well as its economic development



# Leverage Infrastructure – Data Center Services

## **Goal:**

- 1. Leverage the state’s investment in shared technology infrastructure**

## **Strategies:**

- 1. Implement and manage high-performing, secure and reliable data center services**

Manage and oversee a seven year, \$863 M contract with IBM to consolidate data center services for 27 state agencies. Activities under this contract consolidate back-office technology operations to upgrade and improve technology and generate cost savings through statewide economies of scale.

Eventually disaster recovery services may be available to all DIR customers through this contract, but not at this time.

## Leverage Infrastructure – Communications Technology

---

### **2. Deliver enhanced business value from managed communications technology services**

- ▶ Manage the statewide telecommunications infrastructure, which provides statewide voice, video, data, and long-distance (TEX-AN) services, supplies local phone services, and provides Internet access.
  
- ▶ This currently includes 628 customers – 377 school district – using 6,440 circuits
  
- ▶ Network Security and Operations Center identifies and combats threats to the security of the state’s information resources 24x7
  
- ▶ Benefits to Texas government entities:
  - Provides cost-effective, high-quality advanced communications services
  - Enhances business continuity capability
  - Shares underutilized bandwidth
  
- ▶ Services available to all DIR customers

## Leverage Infrastructure – TexasOnline

---

### **3. Establish TexasOnline.com as the nation's premier virtual field office and customer support portal**

- ▶ As the state's e-government portal, TexasOnline provides the one-stop shop for Texas government information and services on the Internet.
  - More than 850 online services
  - \$10 B citizen transactions
  - 2.4 M visitors monthly
  - Projected \$50 M in state share of revenue by contract expiration
- ▶ Benefits to Texans
  - 24x7 citizen access to state government services
  - Substantial contribution to the State Treasury
  - Improved security in transacting business
  - Lower per-transaction cost of services offered to the public
  - Statewide and regional service delivery without bricks and mortar
- ▶ Services available to all DIR customers

## Leverage Infrastructure – Shared Applications

### **4. Leverage shared applications and processes where common business needs exist**

- ▶ Activities include
  - ERP standards development
  - GIS collaboration
  - Statewide e-mail, messaging and Web collaboration
  - Implementation of HB 1705 that requires DIR in conjunction with the Texas Education Agency to adopt performance and interoperability standards for software used by school districts for financial accounting and attendance reporting.

## Leverage Infrastructure – GoDIRect Contracts

---

### **5. Develop and deploy knowledge-based procurement strategies and expand metric-driven contracting practices**

- ▶ Establishes and manages statewide cooperative contracts for Information and Communication Technology (ICT) commodities and services. Generates savings for DIR customers by maximizing the state's volume buying power and streamlining the procurement process.
  - 500+ active contracts
  - \$1.1 billion in sales last year
  - Saved customers \$123 Million
  - 90% of school districts use DIR contracts
  - School districts are more than 50% of the customer base
- ▶ Products and services of interest to K-12 customers
  - Classroom interactive products, Graphing calculators, Digital Projectors, Education Software and Computer hardware and networking equipment

# Strategies

---

## Goal:

- 2. Protect and secure technology assets and information while safeguarding citizen privacy**

## Strategies:

- 1. Provide leadership and assistance to agencies in the effective implementation of the *State Enterprise Security Plan***
  - ▶ Current cost estimate is \$200 per compromised record
  - ▶ 88% of information compromises are due to insider negligence
  - ▶ *State Enterprise Security Plan* is available at:  
<http://www.dir.state.tx.us/pubs/securityplan2007/index.htm>
  - ▶ Additional security information including services available through DIR <http://www.dir.state.tx.us/security/index.htm>
- 2. Promote effective approaches to information privacy management**

# Strategies

---

## Goal:

- 3. Simplify citizen, government and business access to public-sector services and information**

## Strategies:

- 1. Provide leadership and support in making state information available to all users**
  - ▶ Accessibility, usability and searchability
  - ▶ Lifecycle management of data and information
- 2. Provide leadership and support for cross-agency initiatives that enable or enhance data sharing interoperability between agency processes and systems**
  - ▶ Common architectural standards and best practices
  - ▶ Streamline data management and reporting
  - ▶ Improve data sharing

---

### **3. Provide leadership and support for the delivery of the state's technology projects**

- ▶ Texas Project Delivery Framework
  - Provides a project management template
  - Consists of five review gates with guidance and tools for each of those gates
  - Available at: <http://www.dir.state.tx.us/pubs/framework/index.htm>

### **4. Provide leadership and support for multi-level government technology collaboration and partnerships**

- ▶ Much is already done through ESC's
- ▶ Opportunities abound for collaboration with local government
- ▶ We are willing to work with you to pave the way for K-12 and state collaboration

# Strategies

---

## Goal:

- 4. Promote the innovative use of technology that positively impacts the state's business, as well as its economic development**

## Strategy:

- 1. Plan and deploy innovative technologies that deliver world-class services to Texans**
  - ▶ Design from the customer's perspective
  - ▶ Expand communications channels
  - ▶ Unleash information

# Transformation Through Innovation

---

## Criteria for innovation:

- ▶ Novelty – a leap in creativity
- ▶ Effectiveness – achieves tangible results
- ▶ Significance – addresses an important problem
- ▶ Transferability – shows promise of inspiring successful replication
- ▶ Ease of interaction – facilitates interaction between citizens and their government, between governments, and between business and government



## A Final Thought.....

---

**“First comes thought; then organization of that thought, into ideas and plans; then transformation of those plans into reality. The beginning, as you will observe, is in your imagination.”**

**---- Napoleon Hill**

***The Texas Transformation***

# The Texas Transformation Delivering Technology that Matters



 **Texas**  
**K-12 CTO Council**

June 22, 2009

**Brian S. Rawson**  
Chief Technology Officer  
State of Texas