

OKLAHOMA

IT STRATEGIC PLAN

FY 24-FY 26

SUBMITTED BY
JOE McINTOSH, CIO



OKLAHOMA
Office of Management
& Enterprise Services

Executive summary

As one of the most advanced state government Information Technology enterprise teams in the nation, I am committed to making the FY 24-26 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 Ten state for business and delivering taxpayers more for their money.

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

Our **FY 24** priorities include:

Driving efficiency across government

- Streamlining processes with AI and automation: Analyze high-volume, repetitive tasks within state agencies and leverage AI-powered solutions to automate them.
- Data-driven decision making: Implement analytics dashboards and predictive models to gather real-time insights from state data. This empowers agencies to make informed decisions on resource allocation, program effectiveness and future planning, leading to more efficient use of public funds and targeted solutions for citizens' needs.
- Enhancing citizen engagement with chatbots and virtual assistants: Utilize AI-powered chatbots and virtual assistants to provide 24/7 support for basic inquiries and service requests. This can ease the burden on human customer service representatives while offering citizens a convenient and accessible way to interact with state services.

- Transform licensing and regulations into streamlined journeys: Utilize online portals, clear pre-requisites and AI-powered guidance to simplify applications, speed up approvals and offer personalized support for businesses and individuals. This prioritizes user experience, reduces turnaround times and fosters compliance by making regulations transparent and accessible.

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 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 phones, circuits, printers, software licensing, storage, physical data center assets and unification synergies.

New endeavors we will incubate include strategic vendor management and 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 \(PIG\)](#) 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,



Joe McIntosh, 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 March 1, 2024.

About the team



We operate our business with seven 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.

“Driven by the needs of its citizens, the State of Oklahoma invests in world-class technology and strategic partnerships to ensure an exceptional service experience.”
— **John Suter, COO and Executive Director of OMES**



600+
experts
serving you.



35,000+
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.



Application Development

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

- Application support.
- Web development.
- Data analysis.
- Legacy application modernization.
- Enterprise applications



Data Services

We analyze data and build strong data environments and provide data analytics, data modeling and artificial intelligence. Our services include:

- Data analytics.
- Data engineering.
- Data science.



Administration

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

- Project management.
- Administrative support.



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.



Enterprise Systems

We provide the delivery and support for enterprise and human capital software services. Our services include:

- PeopleSoft Financials and supply chain management.
- Oracle Primavera Unifer.
- Workday and VNDLY.
- Office of State Treasurer.



Human Resources and Legal

We support people and contracts for technology service delivery. Our services include:

- Provide hiring, recruitment, performance reviews, training and culture positivity.
- Provide consulting and expertise.

Events

- Oklahoma Digital Government Summit.
- Oklahoma Supplier Bootcamp.
- InnoTech Oklahoma.
- State Suppliers Expo.
- Oracle Cloud World.
- Blueprint 4D.
- Workday Rising.

National organizations

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

Boards

- Oracle.
- Zscaler.
- AttackIQ.

Award nominations

- 2023 PeopleSoft Innovator Award for Oklahoma Department of Human Services migration from legacy system.
- 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.

Leadership profiles



**Joe McIntosh,
Chief Information
Officer**

Joe McIntosh joined OMES in April 2020 as the senior director of Application and Data Services. In July 2023 he was appointed Oklahoma's chief information officer. 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.



**Chad Gorshing,
Deputy Director
of Application
Development**

Chad Gorshing started as the deputy director of application development in March 2024. Gorshing oversees all aspects of

information systems, managing technical teams, and overseeing project transitions and technology delivery. He brings more than 20 years of experience in state government and the private sector, where he has honed his skills in software architecture and development. Gorshing is passionate about unifying the user experience and employing engineering practices that reduce risk, increase knowledge, and empower teams to deliver working software faster.



**Michael Toland
Chief Information
Security Officer**

Michael Toland joined OMES in May 2023 as the chief information security officer. In this role, he is charged with leading all information security efforts and compliance and privacy

practices. He brings over 20 years of experience as an information technology professional. Toland specializes in IT security operations and providing proactive defense, and he prides himself in promoting an outstanding IT security culture by facilitating training, testing and coaching.



**Ayana Wilkins, Sr.
Director of Enterprise
Services**

Ayana Wilkins has been a state employee since 1997 and joined OMES in April 2012 as a PeopleSoft CORE functional lead. She then led the PeopleSoft

CORE projects with agencies as a project manager, to include a PeopleSoft Financials upgrade and an HCM SaaS migration. In 2019, she became the state's Oracle manager. This provided continuity of contracts, licenses and alignment with the state's strategic plan.

In November 2020, Wilkins was instrumental in migrating the state's ERP from PeopleSoft to Oracle Cloud Infrastructure. This modernization provided more frequent upgrades, user personalization and intuitive experience, improvement in supplier

management, disaster recovery alignment and reduction in on-premise costs. Since 2020, she continues to drive adoption of standards, business goals alignment, establishment of the state's financial governance OK Fi-Go with the Finance Center of Excellence, setting standards and alignment to the CIO's strategic plan. With this experience, she continues to streamline all enterprise applications.



**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 support 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.

Leadership profiles



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, Lawson provides counsel to the executive leadership of OMES. Throughout the coronavirus pandemic, the General Counsel office assisted OMES with navigating all of the demands the state's response 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.



Jessica Gateff, Deputy Director of Data Services

Jessica Gateff joined OMES in January 2023 as the deputy director of Data Services. She brings over 15 years of professional experience; her background is in creating data-driven

strategies and one-to-one marketing for diverse industries in the private sector. With this experience, Gateff now spearheads the State Data Strategy, including the State Data Platform and Citizen Digital Experience. She also brings leadership to transparency initiatives and data governance. Gateff leverages servant leadership, empowering her team to deliver exceptional service.



Julie Dostal, Enterprise Program Director

Julie Dostal has been the OMES IS Enterprise Programs Office director since August 2020. She emphasizes that functions of administration, such as program plan and management, project

delivery, financials and efficiency, communications and service delivery, are corner stones in the successful delivery of IT services. Dostal joined OMES in 2015 as program manager. Prior to that, Dostal worked at the second largest bank in the US as an IT Portfolio and Service Delivery executive. She was involved in process design engineering; acquisitions and mergers; private bank and online banking and investments.



Heidi McComb, OMES Human Resources Director

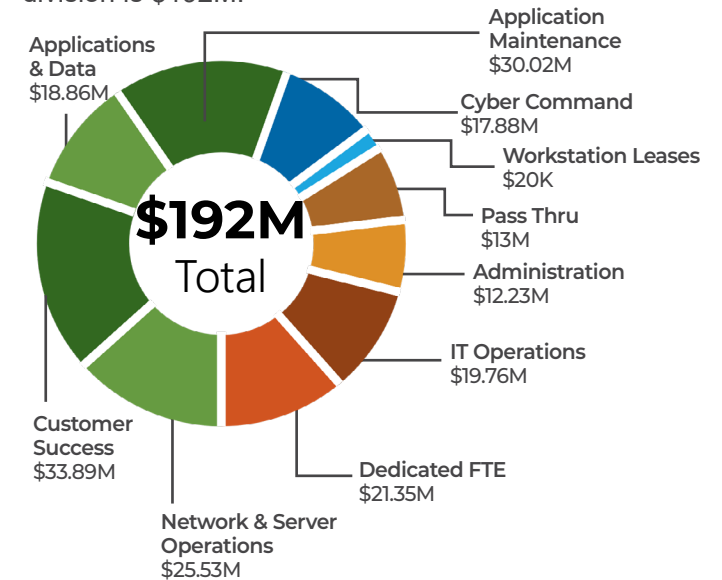
Heidi McComb joined OMES as an HR assistant in December 2014. Since that time, she has climbed the ranks and was appointed to OMES HR director in July 2023.

In her capacity as HR director, McComb diligently leads her team in the comprehensive management of various facets of human resources. Her strategic approach aims to ensure the OMES workforce is not only effectively managed, but also actively engaged, thereby fostering alignment with the overarching goals of the agency.

Budget

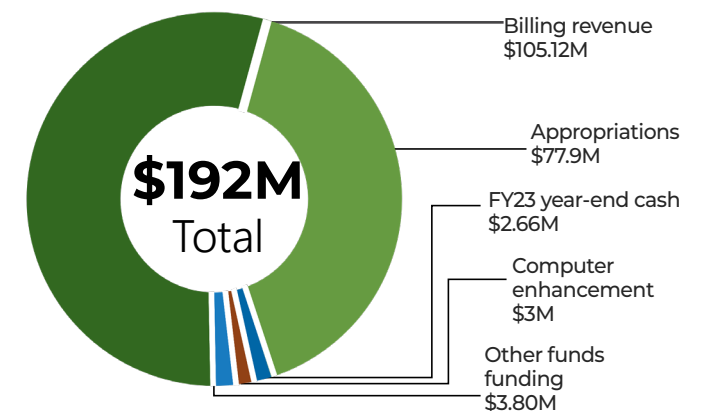
How are OMES IS funds spent?

FY 24 budgeted expense projected across the division is \$192M.



FY 24 budgeted revenue projected across the division is \$192M.*

**Numbers based on FY 24 and subject to change should expense/revenue projections change.*



Accomplishments

Customer Success

- Stood up in-house Device-as-a-Service which strategically placed an on-site technician within a 40-mile radius of all state agencies.
- Reduced average provisioning request processing times by 50%.
- Increased self-help article views by 206%.
- Successfully deployed over 10K devices to multiple agencies as part of OMES Imaging and Deployment Services.
- Streamlined onboarding of state employees decreasing average time to onboard a state employee from 9.42 days to 2.88 days, while onboarding usage increased by 170%.
- Stood up Computer Ordering Widget (COW). Ensuring seamless integration from device selection and procurement to PO approval, device fulfillment, asset tracking and ending in device deployment.
- Added ServiceNow's Service Operations



257K
service requests
resolved with
a 92% successful
resolution rate.

- Workspace to allow the OMES Service Desk to manage tickets in a unified way to boost productivity.
- Increased IT knowledge base article library by 80%.
 - Performed two successful upgrades to ServiceNow platform.

Oklahoma Cyber Command

- Worked over 2,566,000 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 \$5.7 million and a return on investment of 300%.
- Inspected 400 terabytes of traffic over the past three months.
- Processed 10.5 billion transactions.
- Provided 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.
- 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.
- 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.

Application Development

- 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

Accomplishments

application decommissioning.

- Migrated 25 state agency websites into a new platform.

Data Services

- 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.
- Created a dashboard tracking the American Rescue Plan Act (ARPA) providing automation and transparency.
- Build proof-of-concept image recognition AI application for ODOT aiding in identification of road maintenance.

Administration

- Over the past 12 months, the Enterprise Program Management Office has closed out 127 projects with 91% on schedule and 92% 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 the oklahoma.gov/omes website.
- Simplified and created efficiencies within the process framework by retiring MS Project and implementing ServiceNow which automated project status reporting, risk and issues

registers, road map creation, and change request workflow resulting in an average of 27% increase in productivity and \$268,840 in annual savings allowing time previously spent on administrative work to be spent on enabling business goals.

- Additionally, automation of resource requests and assignments along with resource usage, scheduling and reporting resulting in an average of 25% increase in productivity and \$224,400 in annual savings, 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 3.0 completed the following:
 - Automated benefit realization and key

“In the pursuit of innovation and service excellence, we strategically directed our efforts, removed barriers, enhanced capabilities, and succeeded together.”

— Joe McIntosh, CIO

10,000+
databases
migrated during a core
network refresh.

34
new voice
contact centers
created to
support
Oklahomans.

Accomplishments

performance indicators training in addition to certificate of completion and metric to EPMO Projects Metric dashboard.

- Upgraded EPMO Dashboard with additional data reporting features such as operational projects, detailed risk and issues, Demand status, red and yellow reporting by agency, service tower, and dollar amount; and expanded agency-specific reporting and budget and schedule reporting all in real time.
- Launched a new statement of work tool within ServiceNow and overhauled the statement of work process, new ways to engage with the team, along with collapse of consolidated parts usage.
- Updated customer survey forms based on customer feedback.
- Created IT business analyst upskill training and job description based on customer annual survey feedback.
- Automated strategic prioritization.
- Increased agency business EPMO engagements by 48%.

- Introduced cross functional EPMO and Business PMO monthly engagements as part of EPMO Center of Excellence.
- Implemented automated project status reporting with historical status, burndown and resource utilization.
- Implemented automated resource estimates, request and allocation.
- Implemented resource utilization automated reporting.
- Implemented dashboard with planned vs. actual implementation metrics and schedule calendar reporting.
- Expanded Phase Two of Agile Framework Process for remaining application and data teams and initiation for security, server and network tower.
- Launched operational Demand framework.
- Completed proof of concept (POC) for automated time-card budget burndown reporting.
- Launched Demand submission automated

acknowledgement and next steps customer notification.

- Retired MS Power App Statement of Work tool.



Enterprise Systems

- Migrated ServiceOK and Oklahoma Insurance Department to AP workflow.
- Updated PeopleSoft Financials and supply chain management.
- Migrated ODOT to Oracle Analytics Cloud.
- Integrated DHS iTravelOK to PeopleSoft.
- Rolled out OMES Travel and Expense.
- Upgraded PUM44 EProcurement – eSupplier portal, contracts management and strategic sourcing.
- Added additional fluid tiles/mobility.
- Rolled out GrantsPLUS for DHS.
- Migrated DHS legacy.

“In our journey towards digital transformation, it’s imperative to modernize our systems and fully leverage cloud technologies. This shift will not only enhance our operational efficiency but also ensure that we are agile and responsive to the evolving needs of Oklahomans.”

— Joe McIntosh, CIO

400,000+
cyber threats
blocked.

500K+
service
issues
resolved
annually.

Workday@OK:

- Implemented new leave accrual limits.
- Implemented new maternity leave.
- Produced electronic W2s.
- Created Workday@OK Center of Excellence.
- Included reports for 28 other states.
- Automated 1099s to PDF.

Treasury:

- Modernization assessment.

Others:

- Implemented EPM Cloud-Planning & Budget Cloud Services.
- Updated DHS, OTA, OSDH, OMES Finance
- Upgraded Oracle Primavera Unifier.

IT Operations

- Rebuilt monitoring tool to better capture KPIs, including thresholds.
- Created SOP for event management.
- Automated of incidents from Splunk into ServiceNow.
- Created a business plan to take IT Operations to new levels of maturity.
- Processed and validated over 18,000 change records during FY 23.
- Built metrics for agencies on COOP planning and disaster recovery.
- Responded to over 9,000 incidents during FY 23.

Human Resources

- Facilitated a complete reorganization and realignment of OMES IS to match with customer service initiatives, then conducted the same exercise with the rest of the OMES

divisions.

- Posted 253 job announcements and performed over 1,500 personnel transactions including 203 hires, 132 appointment changes, 167 separations, 26 retirements, 382 market adjustments and 1,076 data changes.

Legal

- Completed over 700 contract requests submitted by over 40 state agencies.
- The majority of legal requests are for contract review and preparation, which protect the state's interest in both security and business effectiveness and average 42 days to complete.

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

Emerging technologies

1. Follow the state AI strategy that establishes Oklahoma as the top state in the responsible, safe, secure and proactive use of artificial intelligence in order to make government more efficient; improve education; prepare our workforce for tomorrow's economy; and encourage innovation to build new technologies, fostering a brighter future for all Oklahomans.
2. OMES will leverage its Google Cloud platform along with its already impressive skill team in AI development identify opportunities.
3. Investments in upskilling and education for current staff on AI technologies will be made.
4. Work with our business partners to take advantage of their AI offerings that increase productivity.

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 Program 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.

Improve cybersecurity.

5. Identify operational risks.
6. 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. Health Care Authority.
3. Tax Commission.
4. Oklahoma School of Science and Mathematics.
5. Oklahoma Employment Securities Commission.
6. Department of Public Safety.
7. Department of Transportation.
8. State Election Board** (security only).
9. Law Enforcement Retirement System.
10. Board of Medical Licensure and Supervision.

***Previous IT Consolidation and Coordination Act exemption.*

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

Major initiatives, aka big rocks

include all personal identification numbers as dedicated positions for an agency. 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.

2. 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.
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. Following the deployment and migration of all agency endpoints, 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.

8. Migrate agency applications to AGENCY domain once detailed planning for network/domain collapse is completed.
9. 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.

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 endpoint deployments completed with minimal assistance from OMES.

Major initiatives, aka big rocks

- 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

Since 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.

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.

Major initiatives, aka big rocks

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 PUM 44 and PeopleTools 8.60 from PUM40/PT 8.59.
- Migrated DHS TO PUM33.
- Ongoing production support, enhancements, bug fixes and development requests.
- Adoption of Oracle Analytics Cloud as an ad hoc reporting tool for financial users.
- Implementation eSupplier portal, contracts management and strategic sourcing.
- Quarterly critical patch updates.
- Continued critical patch updates.
- Contined adoption of Unifier.
- Travel and expense rollout to OMES.
- Integration to state data platform.

Upcoming activities include:

- Database maintenance.
- Disaster recovery testing.
- Reduction of custom roles.
- Implementation of ODOT, OHCA, Wildlife, and Mental Health and Substance Abuse Services
- Single Sign On for primary accounts.
- Agencies’ adoption of Oracle Analytics Cloud.

- LOFT and EO System Recommendations for Central Purchasing.
- PeopleSoft purchasing efficiencies.
- P-card functionality.
- Agencies’ adoption of Oracle Analytics Cloud.
- PeopleSoft integrations – Ironclad, Salesforce, statewide grants management system, Onbase and Oracle Unifier.
- Agencies’ adoption of AP workflow.
- Agencies’ adoption of EPM cloud-planning and budgeting cloud services.

Enterprise HCM system (Workday@OK)

The creation of the Workday@OK Center of Excellence to align resources to better deliver an effective and efficient HCM platform while making sure the customer voice is driving our prioritization and decision making. Changing the way the team provides customer service with Workday@OK operations to partners.

The Workday@OK team has completed the following:

- Workday@OK one-year anniversary.
- Integration with ServiceNow, data platform (Google), DHS iTravelOK and True North.
- Produced electronic W2s for the state.
- Successful year-end processing.

Upcoming activities include:

- VNDLY.
- Kainos testing tool.
- WD Peakon Employee Voice.
- WD Extend.

Major initiatives, aka big rocks

- WD Help.
- Employee survey tool.
- WD Journeys.

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.

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 and 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 February 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 complete. We want to work with agencies to prioritize their recovery

Major initiatives, aka big rocks

of services. 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.

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 are a value 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@OK combines a lower cost of ownership with an innovative approach to enterprise applications. The Workday@OK Center of Excellence was created to partner with the operations team to

provide extended customer service to HR partners and develop a roadmap for furthering our HRIS platform processes and technology.

Major initiatives, aka big rocks

The COVID-19 pandemic exposed inefficiencies and challenges with the State of Oklahoma’s 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 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

“To ensure world-class service, we invest heavily in training and mentorship programs for our employees.”
— **John Suter, COO and Director of OMES**

33,000+
state
employees.

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 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

Amazon Web Services and Oracle Cloud.

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 a developmental framework carried out across IS by the OMES Training and Learning 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. grow their competencies. 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.

“The Customer Success team continues to make significant strides in enhancing the technology support experience for all state agencies,” said Aleta Seaman, senior director of Customer Success and ITOCC. **“This team is dedicated to implementing industry best practices and developing a world-class technology support team.”**

79%
first call
resolution.



Customer Success timeline

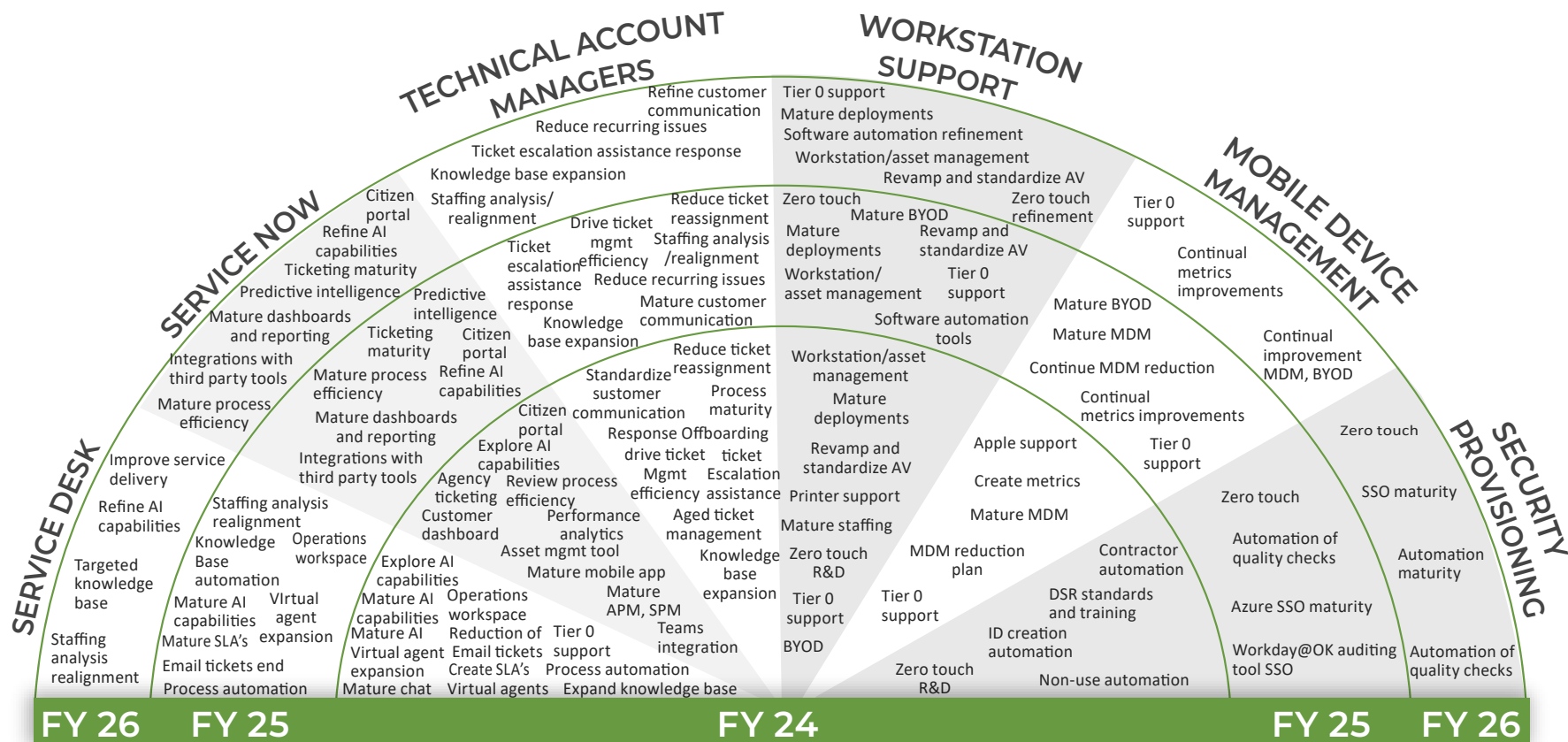
With a vision for better technology customer experience, the Customer Success team is working to quickly implement industry best practices and build a world-class technology support team.

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.





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 cyberthreats 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 cyberthreat 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 cyberthreats 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.

“Anytime I’ve reached out to Shaun Patrick with questions, he is always helpful, kind and shares the information needed for my team to support customers. Also, he makes sure we are aware of changes before they are implemented. His customer service skills are top notch. Thank you Shaun!”
- Cyber Command Customer

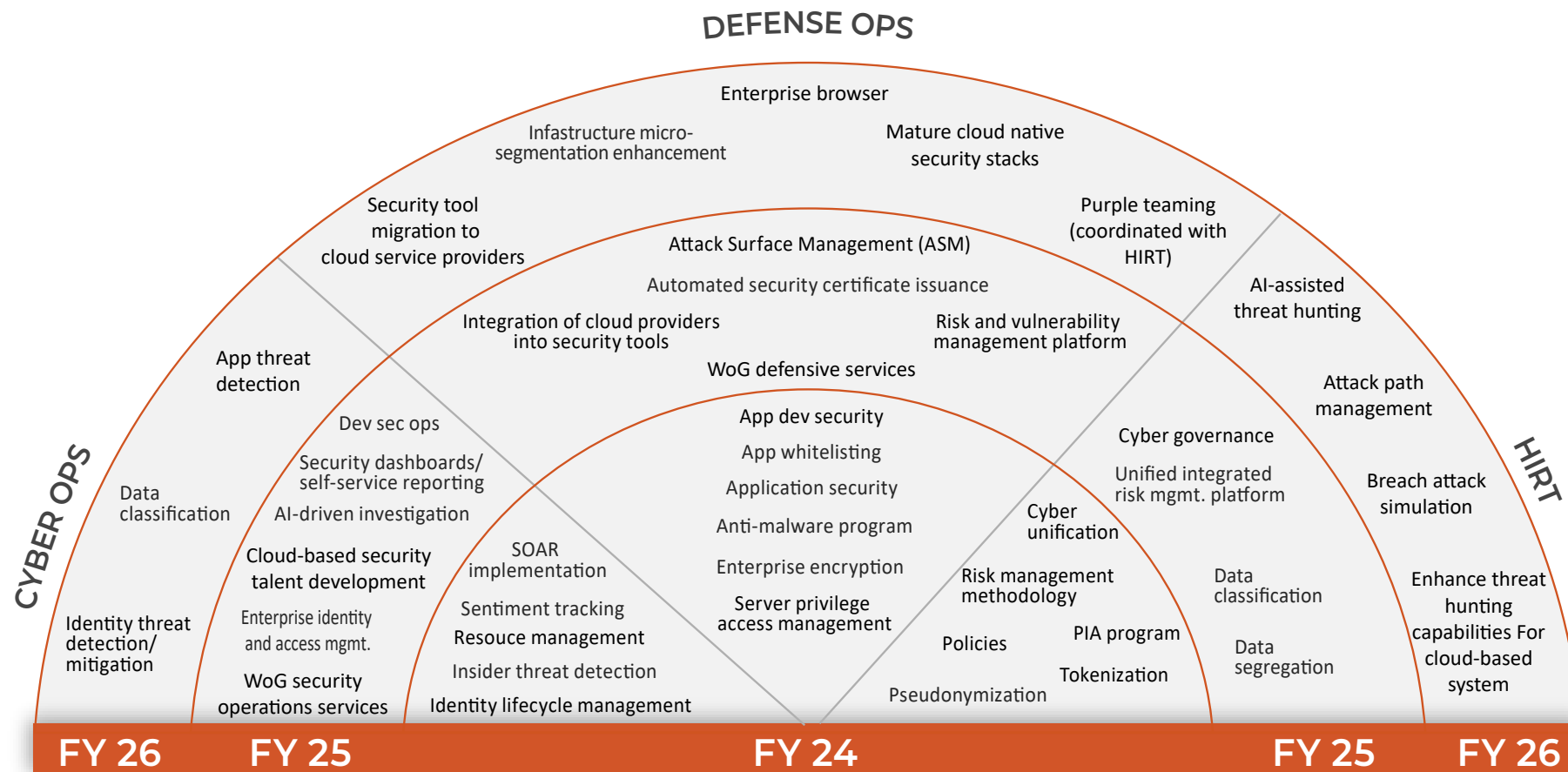
State systems
are attacked
16.5 million
times per day.



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 store a massive quantity of state data, including health records, tax information and other confidential materials.

“Our teams continue maturing our IT service management tools and processes to provide more value and faster service to our customers,” said Aleta Seaman, senior director of Customer Success and ITOCC. “Returning our customers to service timely has a big impact on Oklahomans.”

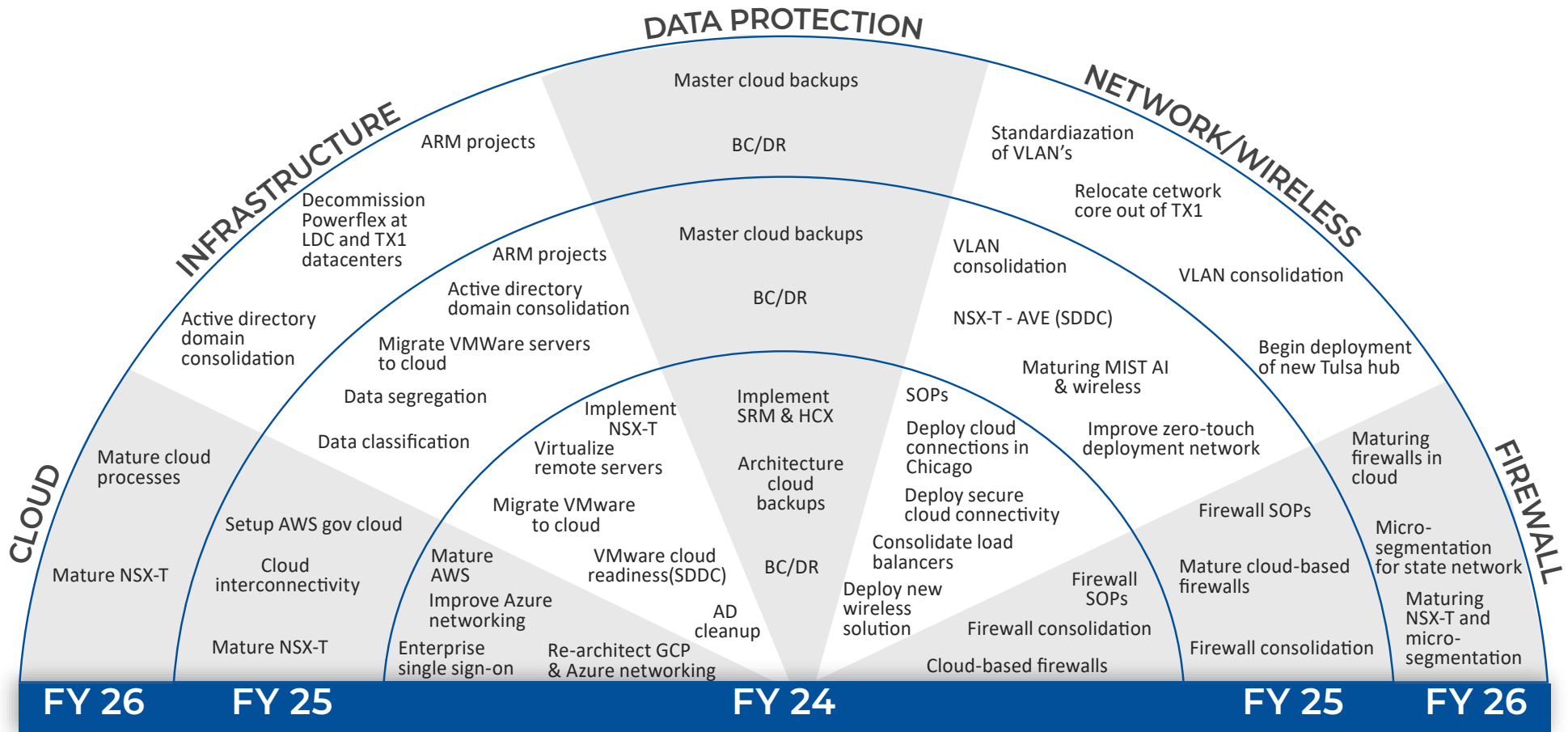
OMES
Networking
team supports
statewide
network.



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.

“John Tipsword is such a friendly, helpful co-worker. Ever since I moved to the LDC, he has been so welcoming, introducing himself and assisting me with any questions or needs. He goes out of his way to be helpful and available for co-workers. I can’t say enough about his kindness! ”
– Applications and Data customer

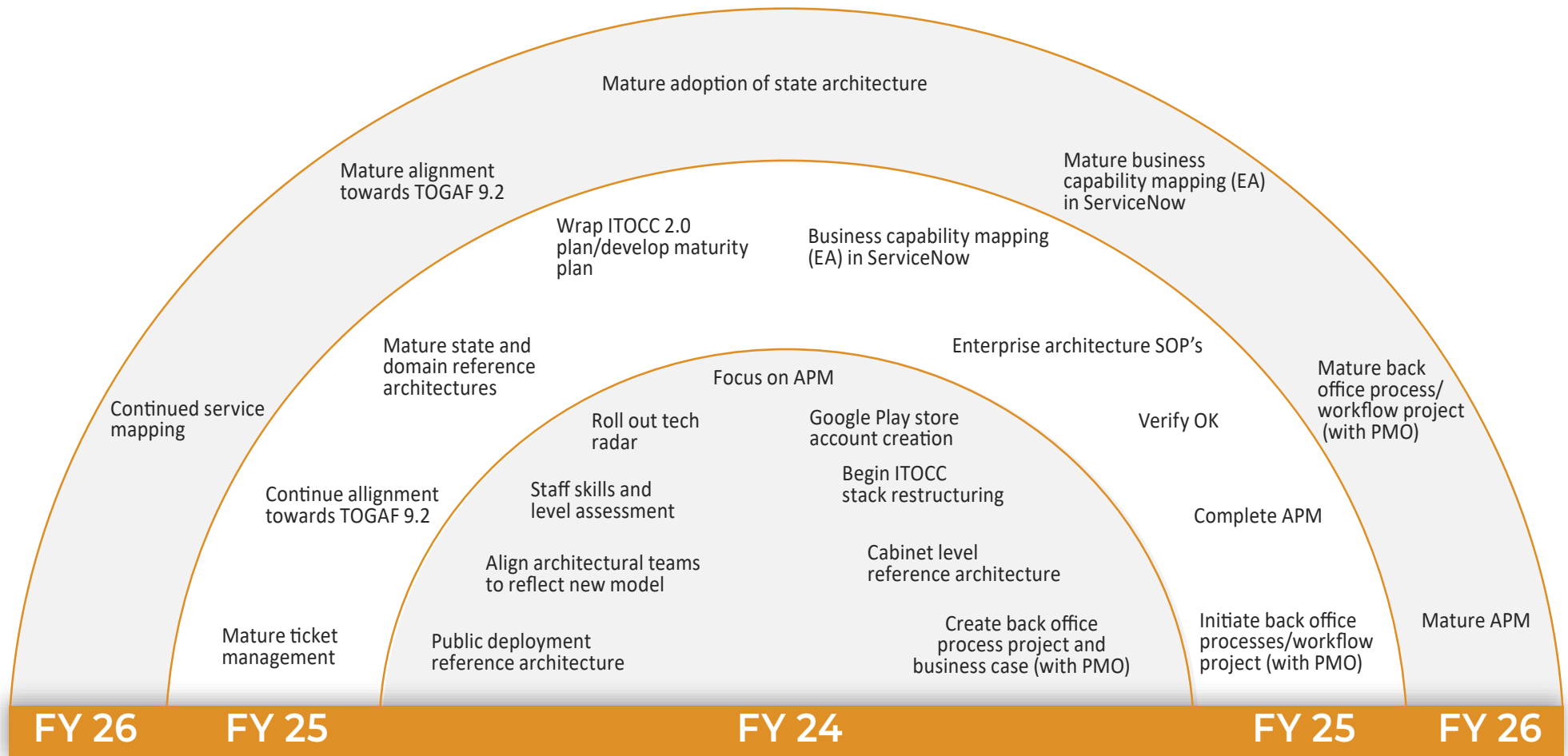
37,000
pages of
web content
migrated to the
Adobe Cloud.



Architecture strategic radar map

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

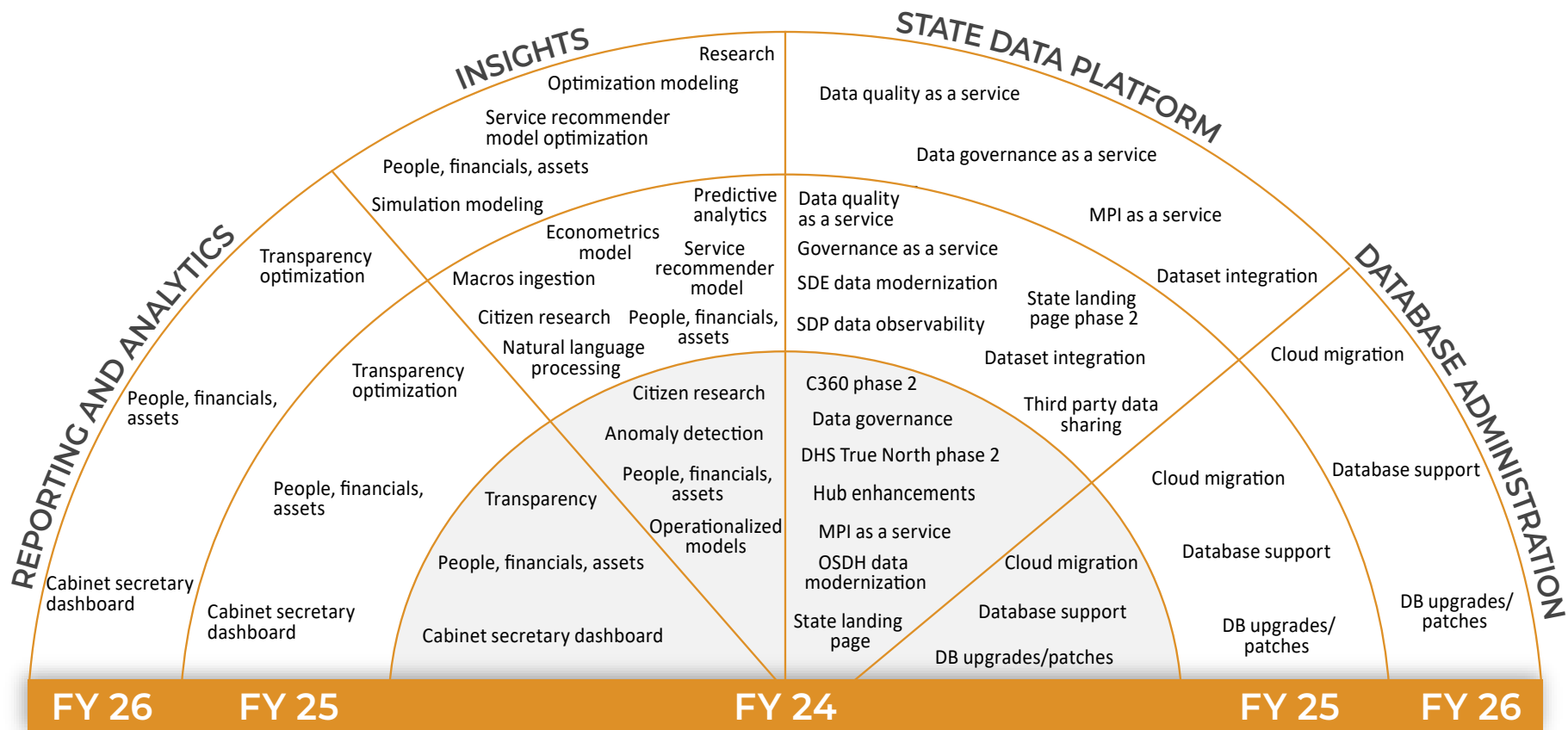
- Implementing custom development, enhancements, application hardening, ESB/Integrated Platform, and deep deployment monitoring and alerting.
- Administration of Commercial Off-the-Shelf (COTS) solutions, such as Salesforce/CRM – App/org/license administration.





Enterprise finance and HCM strategic radar map

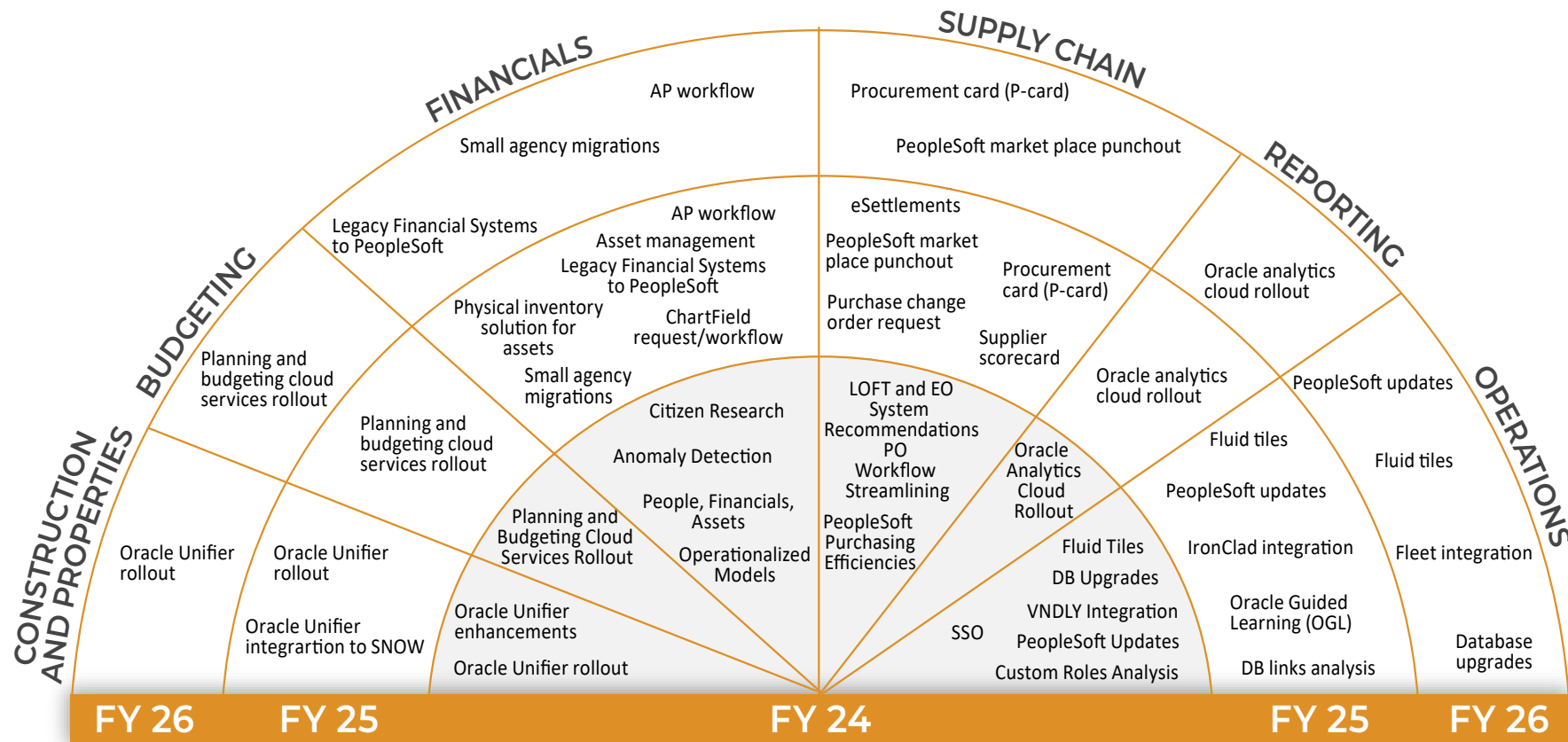
- PeopleSoft Financials & Supply Chain Management (FSCM) includes state standards for general ledger, accounts payable, purchasing, eProcurement, grants, projects, contracts, accounts receivable, billing, inventory, asset management, contracts management and eSupplier.
- Oracle Enterprise Performance Management (EPM) includes Planning and Budgeting Cloud Services (PBCS); Financial Consolidation and Close (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.





Modernization strategic radar map

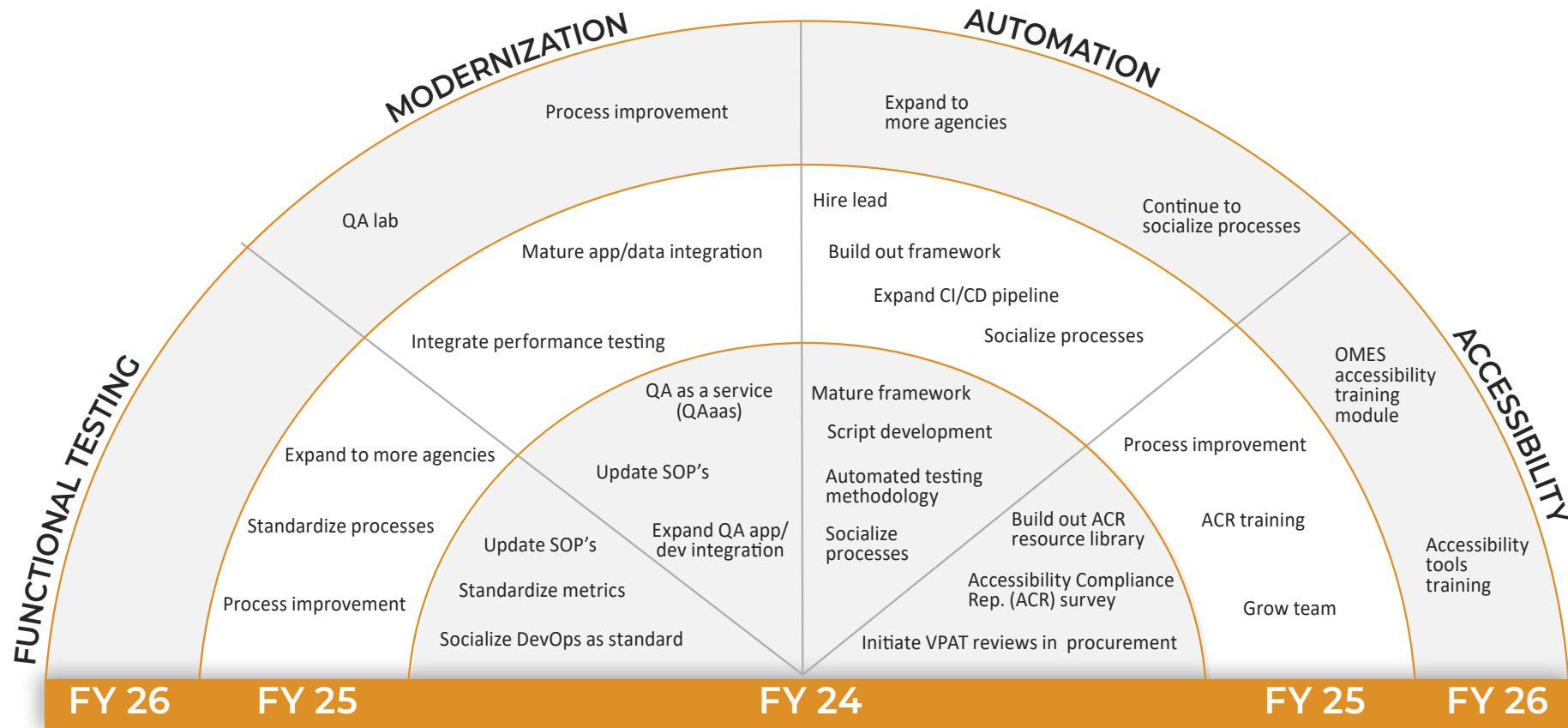
- Providing agency leadership, vendor partners and development staff with the tools and information needed to make the right investment decisions when it comes to modernization.
- Developing the state’s reference architecture and standards.
- Leveraging business process optimization to strengthen alignment 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.





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.





“We are enabling the agencies to leverage the infrastructure that’s already in place. We’re simply giving them the mechanism to share information more quickly.”

— Joe McIntosh, CIO



IT Operations

About IT Operations

The 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.

“ITOCC continues to find ways to proactively respond to outages faster. We have implemented automation into our monitoring platform to create service tickets before service disruptions.” – Keith Hillemeier director of IT Operations

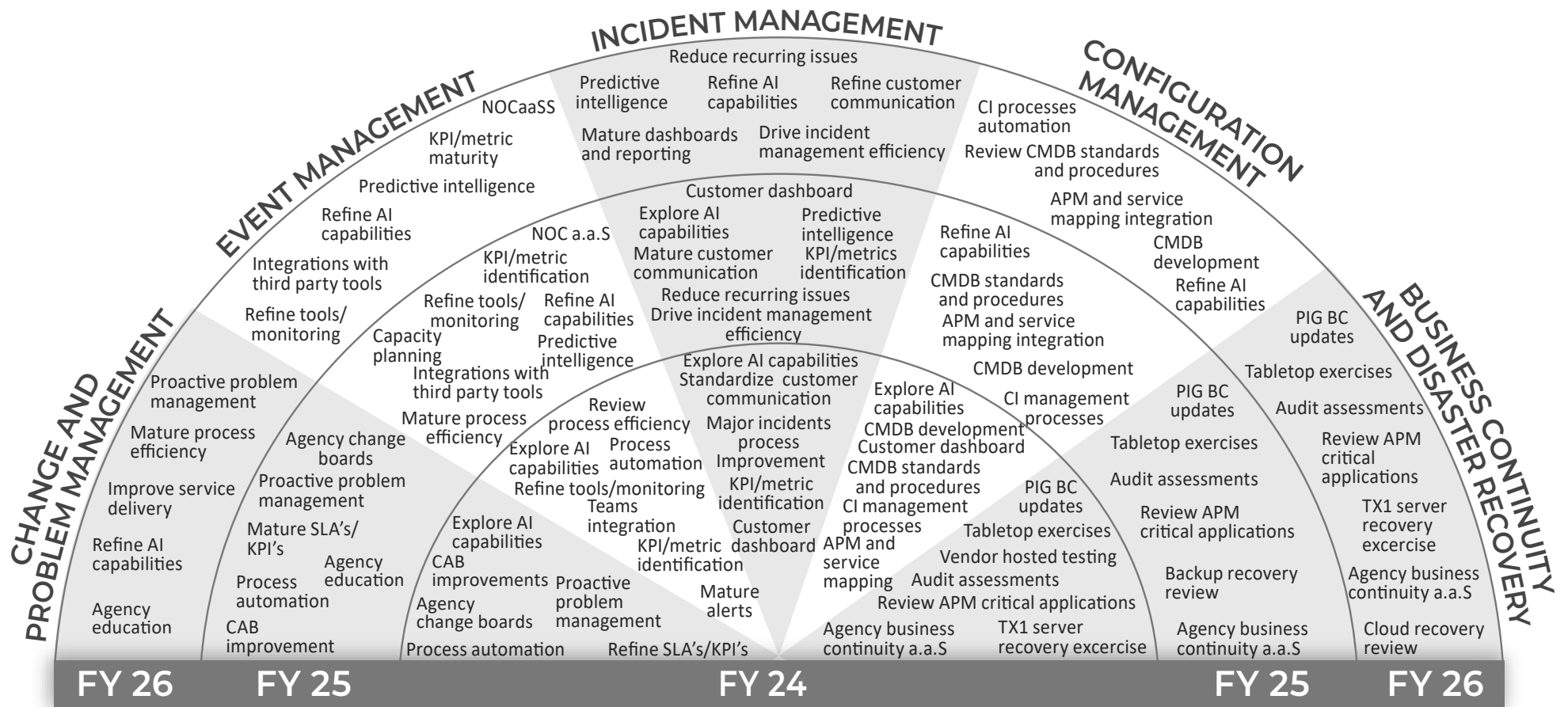
2K+
network
routers and
switches
are monitored
by ITOCC.



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, Weaver implemented innovative, holistic solutions that transformed the way we deliver business value and tangible results. Her 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 Service Oklahoma to serve in its mission of serving the citizens of Oklahoma with the 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. Teel 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,
Oklahoma Insurance
Department 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

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, Office
of Management and
Enterprise Services
CTO**

Erik Friend, OMES CTO – With a steadfast commitment to public service, Erik Friend channels his in-depth knowledge of technology

into advancing the state's strategic interests. His tenure in the U.S. Army, inclusive of three deployments, endowed him with critical skills in leadership and resilience. Upon completing his service, he delved into the field of education, advocating for students with disabilities through technology. Now, as CTO at OMES, Friend oversees technology initiatives across multiple divisions including Capital Assets Management; Central Purchasing; Finance; Risk, Assessment and Compliance; Administration and Human Capital Management. Leveraging a strategic mindset and an analytical approach, he orchestrates the integration of complex technology solutions, enhancing efficiency and transparency within state operations, and fostering an environment where innovation thrives.



**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, Martin 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.



**James Juarez,
Department of
Corrections CTO**

James Juarez has cultivated his experience in the private sector, particularly in banking, where he honed his skills in leveraging technology for customer service

excellence, aligning business goals, and delivering transformational and innovative solutions. Juarez moved to the public sector with a heartfelt mission to protect the public and employees, including inmates and offenders. His strategic vision and technological acumen now contribute to advancing safety and security in the public domain. Juarez earned a Bachelor of Science in information technology and an MBA.



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