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Department of Administration

Fiscal Year 2004-2005

Budget Account 1340

Decision Unit – E 500

Statewide Information Technology (IT) **Service Delivery Study**

IT Service Delivery Study Features

1. **Study Objective** – To determine the optimum organizational structure and method to provide or acquire each information technology (IT) service throughout the Executive Branch. The study will analyze not only the most cost effective method to provide each of these services enterprise-wide, but will also consider homeland security and disaster contingency requirements. Each IT service that is studied must be examined for cost effectiveness on an enterprise wide basis, as well as for the individual users of the service.
2. **Timeframe** – In as much as it is practical, the recommendations produced by the study should be available in time to be used in the next Budget Cycle. In some cases, the results on certain services may not be available until the following Budget Cycle.
3. **Methodology** – In order to ensure that solid recommendations with supporting justifications are produced, the Department of Administration will administer the overall study. The study will be composed of a series of mini studies, one for each service to be studied. This will allow the mini studies to be performed in parallel. The Department of Administration will hire consultants as necessary, where outside expertise is required on a case-by-case basis.
4. **IT Services to be Studied** – Due to the limited time and resources available for this study, it is proposed that only certain IT services be studied. The services to be studied are either labor intensive and recently debated among various agencies, or are heavily dependent on large infrastructure investment with associated high fixed costs. The list of IT Services to be studied is:
 - Programmer/Developer (including Web developers)
 - Data Base Administrator
 - PC/LAN Technician
 - Project Manager
 - NT Server Support
 - Web/Application Hosting
 - Email Service
 - Silvernet Wide Area Network Services
 - Telecommunication Services (Phone-related)
 - Radio Microwave Services
 - Campus Fiber Service
 - Contract Administration
5. **Cost** - \$125,000.00