

# OPPORTUNITY FOR CHANGE

**EDWARD DRIESSE**

CHIEF INFORMATION OFFICER



# NATIONAL HEADLINES

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- Unemployment rises in 27 states last month
- Twitter hack opens popups, causes havoc
- Kids face intensive tracking on the Web
- Code that tracks users browsing prompts lawsuit





# LOCAL HEADLINES

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- Healthcare facing huge changes in Louisiana
- Louisiana's colleges, universities are in for some changes
- Streamlining Commission suggestions
- Louisiana could lose money if Federal tax cuts expire
- Area home sales continue to slide



# CURRENT LA IT LANDSCAPE

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- Budget
- IT Workforce
- Security
- Disaster Planning
- Systems/Services
- Outside Pressures





# BUDGET

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- 2 Billion dollar shortfall anticipated for FY12
- Total Executive Branch IT budgets in FY09-10: \$242,756,748
- As Commissioner Rainwater said, “We are not going to support new taxes. We’re going to look for ways to decrease our budget and for ways to do more with less.”



# IT WORKFORCE

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1494

Number of State IT  
Employees

Average IT Employee Age

46

30

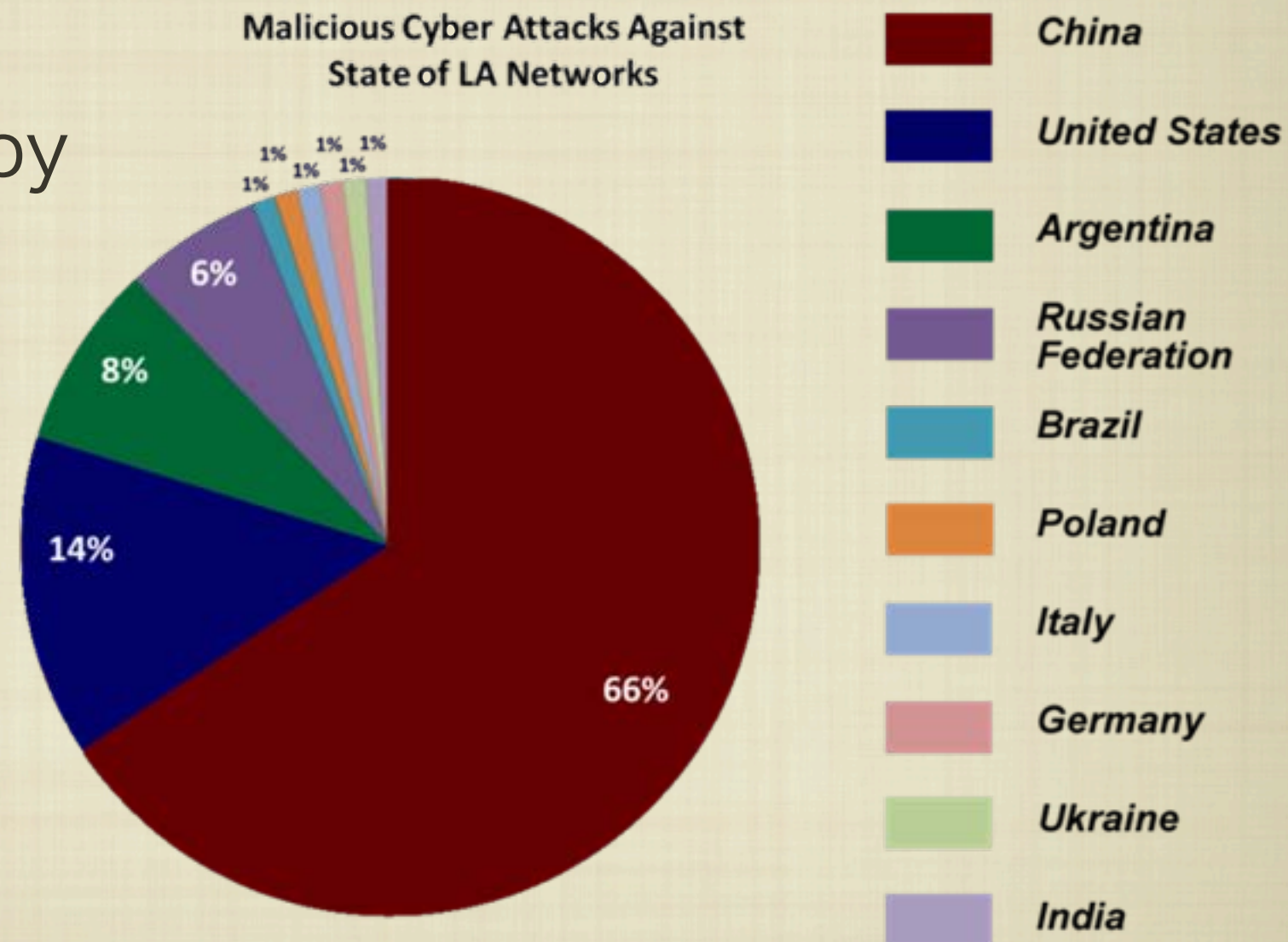
Percent of Employees Eligible  
to Retire within Five Years



# SECURITY

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- Total Attacks logged by the CISO's office in 09-10 was over 16,848,000
- 66% were from China





# DISASTER PLANNING

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- Katrina/Rita
- Gustav
- BP Oil Spill



After all we've been through, are we better prepared?



# CUSTOMER EXPECTATIONS

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- 24/7 Anytime/Anywhere
- Mobile Computing
- One-stop shopping, transparency, instead of silo's
- More emphasis on multi-agency initiatives





# OUTSIDE PRESSURES

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- Green IT
- Transparency
- Legislation
- Social Networking
- Unemployment







# PERFECT STORM ON THE HORIZON?



# THREE TYPES OF PEOPLE

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Those that  
**watch** things  
happen



Those that  
**wonder**  
what happened



Those that  
**make** things  
happen



# THE WAY FORWARD





# INFRASTRUCTURE CONSOLIDATION

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- Concentrate on functions that have become commodities with the goal to optimize
- Provide shared services that focus on the delivery of a particular service or services
- After consolidation:
  - Standardization
  - Economies of scale
  - Drive down cost



# CONSOLIDATION INITIATIVES

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- LaGov (ERP)
- Network Infrastructure
- Statewide E-mail
- Data Center Facilities
- Network Monitoring
- Shared Services Help Desk
- Enterprise Security





# CONSOLIDATION WILL ENABLE

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- Virtualization
- Cloud Computing
- Mobile Computing
- Unified Communications





# AGENCIES CONTINUE TO PROVIDE

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- Application Support
- Desktop Support
- Level 1 Help Desk
- Printer Support
- Directory Services
- Social Media



“When you are through changing, you are through.” - Bruce Barton

“If you want to make enemies, try to change something.” - Woodrow Wilson

“Time is a dressmaker specializing in alterations.” - Faith Baldwin

# *Change Creates Opportunity*

“He who rejects change is the architect of decay.” -  
Harold Wilson

“Every beginning is a consequence. Every beginning ends some thing.”  
- Paul Valery

“Change is inevitable - except from a vending machine.” - Robert Gallagher



# CONSOLIDATION BUILDING BLOCKS

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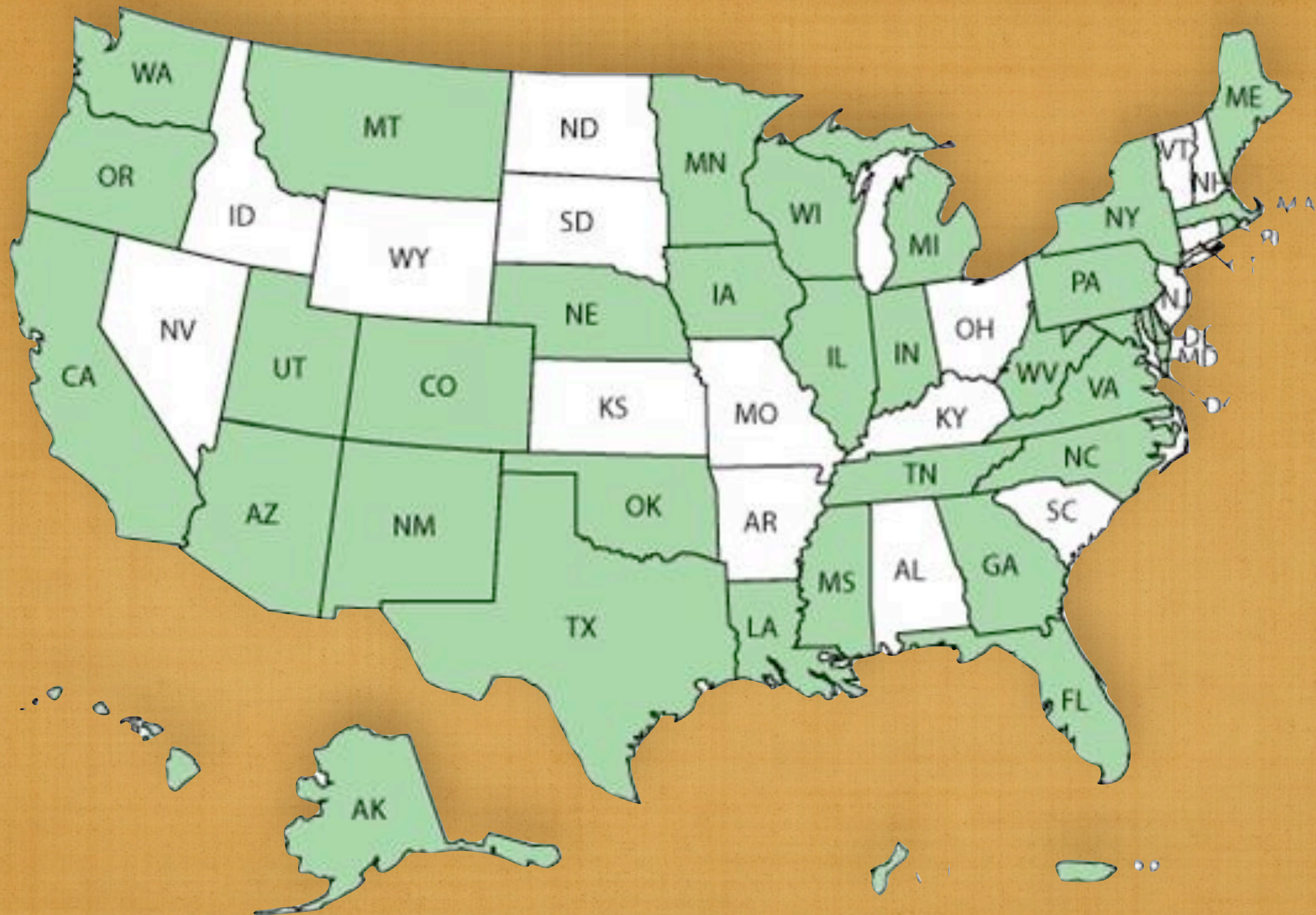
## ✓ Spend Analysis/IT Metrics

- Business Plan
- Organization
- Schedule
- Resources





# CONSOLIDATION IS



# HAPPENING NOW



# NASCIO PRIORITIES

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- Budget and Cost Control
- Consolidation
- Shared Services
- Broadband and Connectivity
- American Recovery and Reinvestment Act
- Security
- Transparency
- Infrastructure
- Health Information
- Governance



# OTHER STRATEGIC INITIATIVES

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- LaGov
- Anti-Fraud
- Broadband
- PMO
- Digital States Survey
- Security



# CYBER SECURITY

October is Cyber Security month  
as proclaimed by the Governor.



Governor  
**Bobby Jindal**

## Proclamation

WHEREAS, we recognize the vital role that technology has in our daily lives and in the future of our State and Nation, whereby today many citizens, schools, libraries, businesses, and other organizations use the Internet for a variety of tasks, including keeping in contact with family and friends, managing personal finances, performing research, enhancing education, and conducting business; and

WHEREAS, critical sectors are increasingly reliant on information systems to support financial services, energy, telecommunications, transportation, utilities, health care, and emergency response systems; and

WHEREAS, internet users and our information infrastructure face an increasing threat of malicious cyber attack, loss of privacy from spyware and adware, and significant financial and personal privacy losses due to identity theft and fraud; and

WHEREAS, the Multi-State Information Sharing and Analysis Center was established in January 2003 to provide a collaborative mechanism to help state, local, territorial, and tribal governments enhance cyber security; and Louisiana's Division of Administration, Office of Information Technology provides a comprehensive approach to help enhance the security of this State; and

WHEREAS, the U.S. Department of Homeland Security ([www.us-cert.gov](http://www.us-cert.gov)), the Multi-State Information Sharing and Analysis Center ([www.msisc.org](http://www.msisc.org)), the National Cyber Security Alliance ([www.staysafeonline.org](http://www.staysafeonline.org)), and the National Association of State Chief Information Officers ([www.nascio.org](http://www.nascio.org)) have declared October as National Cyber Security Awareness Month; and all citizens are encouraged to visit these sites, along with Louisiana's Division of Administration, Office of Information Technology ([http://www.das.louisiana.gov/oit/IT\\_Security\\_Index.htm](http://www.das.louisiana.gov/oit/IT_Security_Index.htm)) to learn about cyber security and put that knowledge into practice in their homes, schools, workplaces, and businesses.

NOW, THEREFORE, I, Bobby Jindal, Governor of the State of Louisiana, do hereby proclaim October, 2010 as

**CYBER SECURITY MONTH**  
in the State of Louisiana.



Attest By  
The Governor

*[Signature]*  
Secretary of State

*In Witness Whereof, I have hereunto set my hand officially and caused to be affixed the Great Seal of the State of Louisiana, at the Capitol, in the City of Baton Rouge, on this*  
the 1<sup>st</sup> day of October  
A.D. 2010  
*[Signature]*  
Governor of Louisiana



# 3 DRIVERS FOR CHANGE

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**CHOICE**

View choices as  
opportunities

**CHANCE**

Minimize Chance

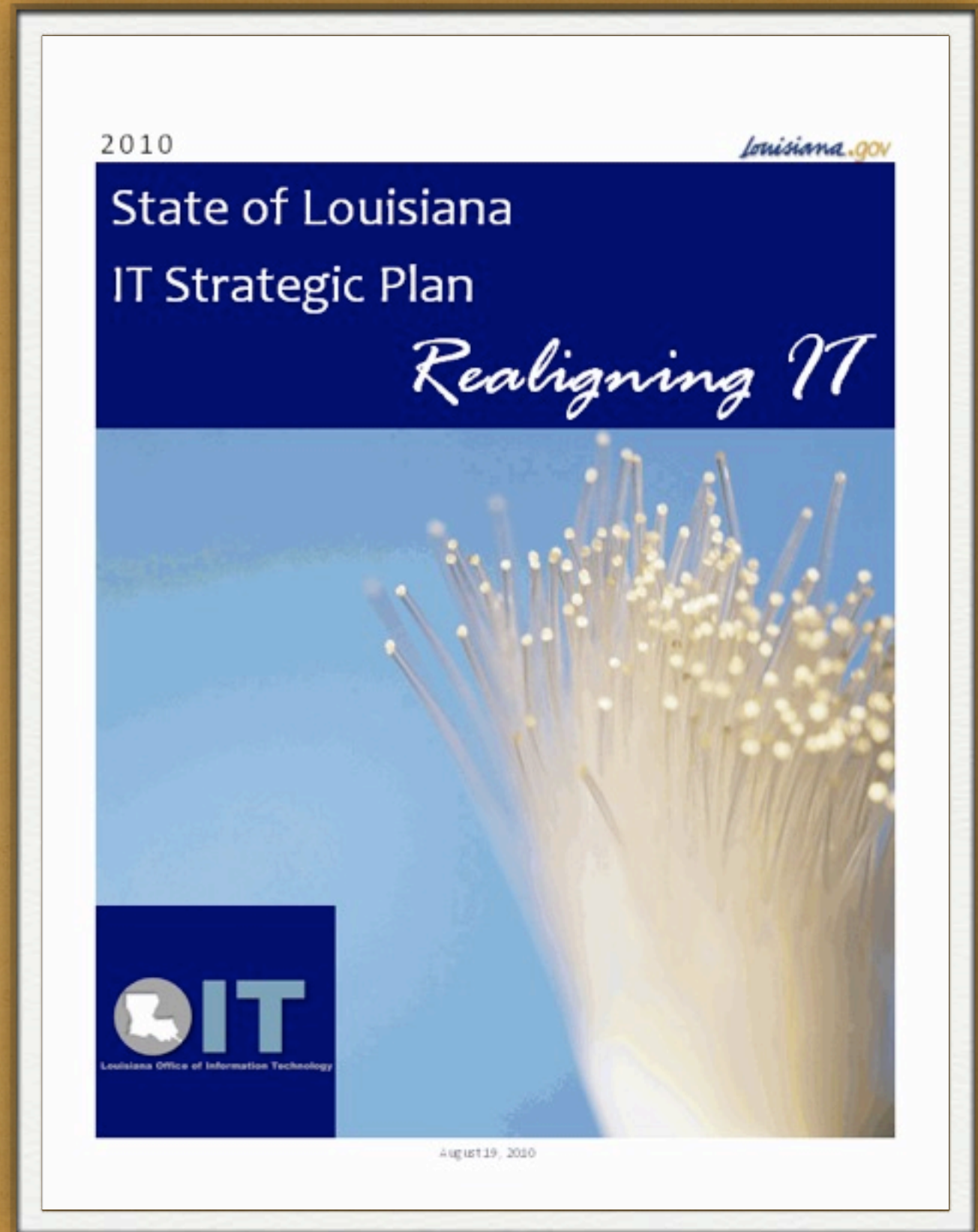
**CRISIS**

Survive Crisis



# STRATEGIC PLAN

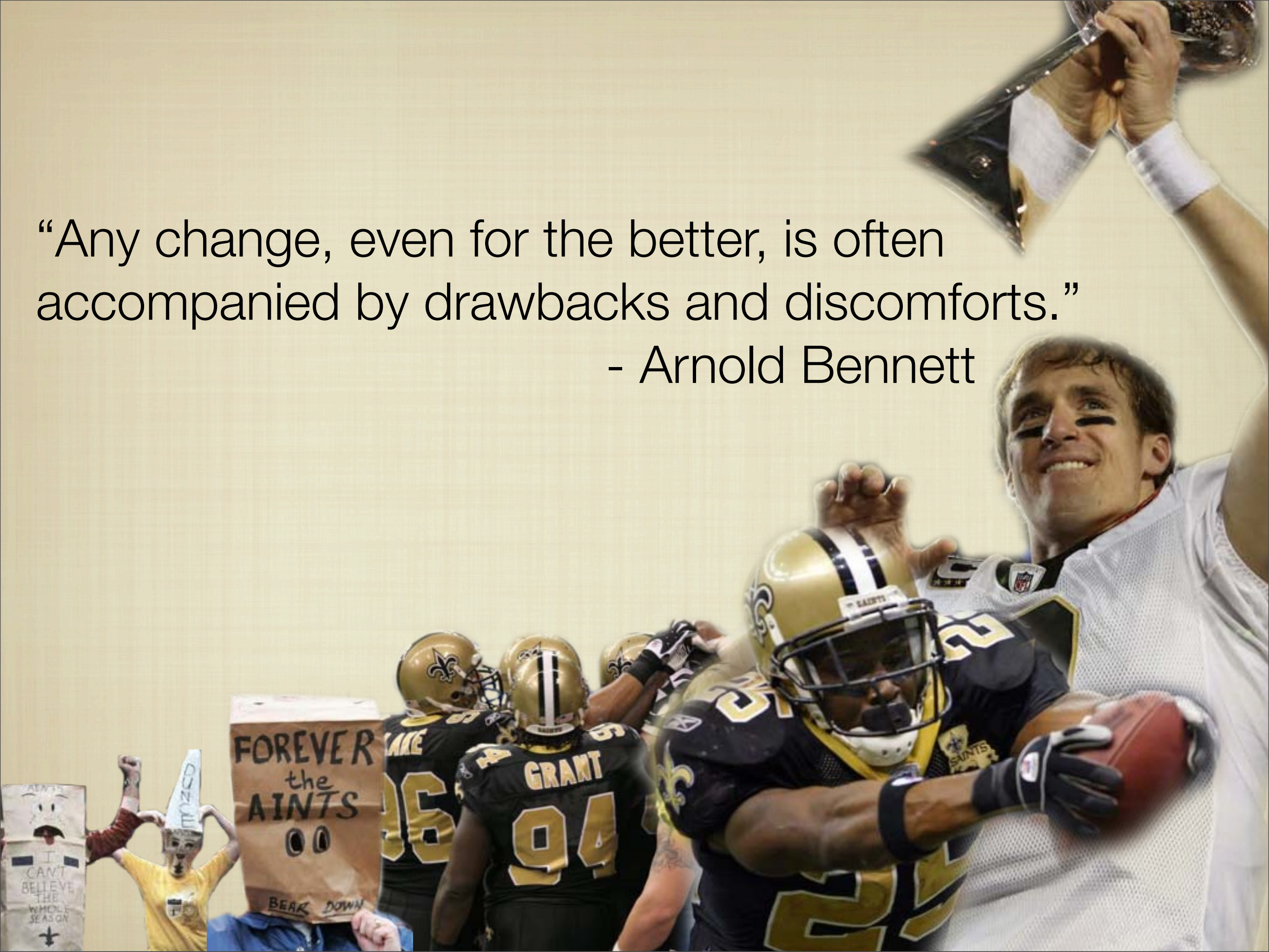
[www.doa.louisiana.gov/oit](http://www.doa.louisiana.gov/oit)





“Any change, even for the better, is often accompanied by drawbacks and discomforts.”

- Arnold Bennett







QUESTIONS?