



utah  
**govops**  
UTAH DEPARTMENT OF GOVERNMENT OPERATIONS

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# Division of Technology Services

**The Benefits of State IT Consolidation**

**September 22, 2021**

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# About Us

Provide information technology services and products to the executive branch agencies:

- Computer support for state employees
- Online services for residents of Utah
- Application services
- State network and internet
- Data center and servers
- Data security
- Mapping and GIS services



# Our Vision and Mission

## **Our Vision**

To be a technology leader that delivers value to state agencies and improves the lives of Utah residents.

## **Our Mission**

To provide innovative, secure, and cost-effective technology solutions to empower our partner agencies to better serve the residents of Utah.



# Utah Legislature Passed HB109 in 2005

- ▷ Consolidated all IT services and governance in the executive branch of state government into one department
- ▷ Established the CIO as the Executive Director of the Department of Technology Services
- ▷ Funded the department through an internal service fund
- ▷ Requires the approval of technology procurement by the chief information officer
- ▷ Required executive branch agencies to subscribe to services of the department and permitted other branches and public and higher education to subscribe to services of the department



<https://le.utah.gov/~2005/bills/static/HB0109.html>

## Consolidation

### Before

- ▷ Almost 1000 Employees
- ▷ 26 separate agencies
- ▷ 35 data centers
- ▷ 1400 applications

### After

- ▷ 772 Employees (2021)
- ▷ 2 data centers (2011)
- ▷ IT Directors for each agency report to CIO



# Sample Benefits

- ▷ Enterprise application support (email)
- ▷ Procurement consolidation
- ▷ Consolidated infrastructure (network, data center, cloud)
- ▷ Enterprise security team
- ▷ Reduce hardware, software, and data redundancy
- ▷ Improved IT Service Management



# Data Center Consolidation - 2009

The project was successfully completed in a short 12 months, with a 6 month planning period beforehand.

The results of the project include:

- Reduced the number of data centers in the State from 35 to 2
- Reduced the total number of physical servers from 1864 to 591
- Save the State \$4 million annually ongoing in server, support, and energy costs
- Increased security
- Increased performance



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# \$79 million

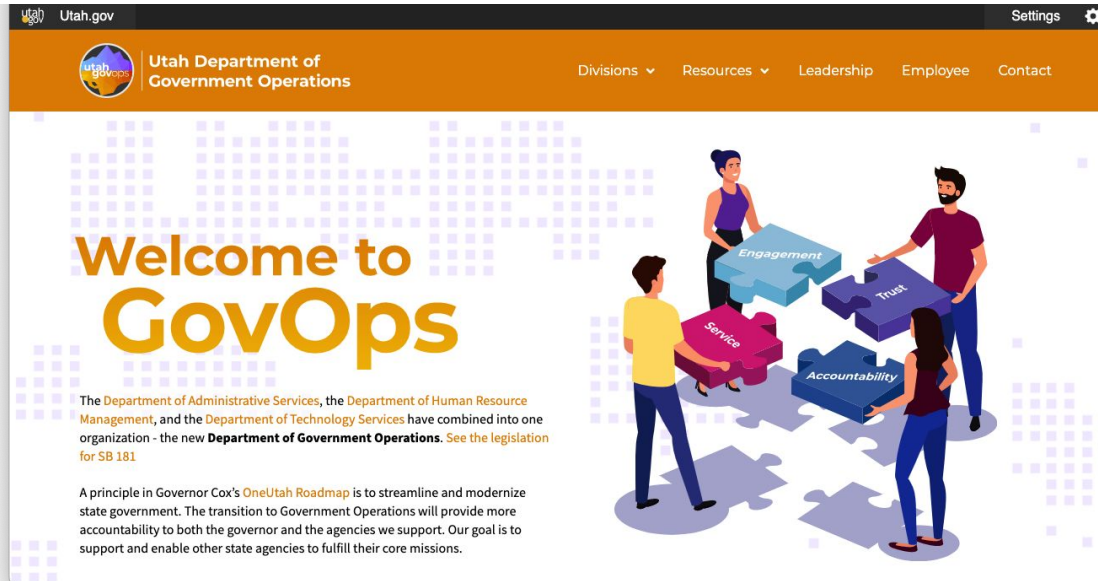
Consolidation Savings

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# Agency Consolidation

We are now the Division of Technology Services in the Department of Government Operations



The screenshot shows the homepage of the Utah Department of Government Operations. The header includes the Utah.gov logo, the department name, and navigation links for Divisions, Resources, Leadership, Employee, and Contact. The main content area features a large 'Welcome to GovOps' heading, a paragraph explaining the consolidation of the Department of Administrative Services, the Department of Human Resource Management, and the Department of Technology Services into the new Department of Government Operations, and a paragraph detailing the department's mission to streamline and modernize state government.

Utah.gov


Utah Department of Government Operations

Divisions Resources Leadership Employee Contact

## Welcome to GovOps

The Department of Administrative Services, the Department of Human Resource Management, and the Department of Technology Services have combined into one organization - the new **Department of Government Operations**. See the legislation for SB 181

A principle in Governor Cox's [OneUtah Roadmap](#) is to streamline and modernize state government. The transition to Government Operations will provide more accountability to both the governor and the agencies we support. Our goal is to support and enable other state agencies to fulfill their core missions.



# Priorities

- ▶ Enterprise Tools
- ▶ Modernize, upgrade, consolidate, and secure the portfolio of applications
- ▶ OneUtah.gov - Citizen Portal
- ▶ Support Remote Work
- ▶ Data Center Move
- ▶ Cyber Security

