

2008-2009 State Data Center (SDC) Business Plan

Why We Exist

The SDC strives to provide shared information technology services of high quality, low cost, and with a commitment to customer satisfaction.

What We Plan To Do

The table the follows outlines the actions that SDC will take to pursue the Department of Administrative Services' goals and strategies

Contact Information

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DAS Goal	Strategy	Tactic	Action
Goal 1: Excellent Customer Service	Foster excellent customer relations	Provide dedicated account planners so agency needs are identified and addressed	Listen to agencies and work with them to create solutions that align with their business needs
Goal 1: Excellent Customer Service	Foster excellent customer relations	Provide dedicated account planners so agency needs are identified and addressed	Use data gathered to improve service delivery
Goal 1: Excellent Customer Service	Foster excellent customer relations	Provide dedicated account planners so agency needs are identified and addressed	Create customer service improvement plans which address the specific issues of client agencies
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Hold monthly Data Center's Advisory Group to identify and address customer issues and concerns
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Provide regularly scheduled communications to our major agency customers
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Meet the information needs of our customers	Hold SDC Forums with customers to address specific technical or project related issues
Goal 2: Effective Policies with Clear Direction	Involve key stakeholders in developing policies that affect them	Determine policies needed	Work with SDC Advisory Group to determine the policies which are needed for efficient and effective delivery of services
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Work collaboratively with the Data Center Governing Board to develop processes for monitoring and controlling Data Center resources	Monitor and report regularly to the Legislature budget variances and impacts to projected savings

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Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Work collaboratively with the Data Center Governing Board to develop processes for monitoring and controlling Data Center resources	Refine cost allocation process
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Work collaboratively with the Data Center Governing Board to develop processes for monitoring and controlling Data Center resources	Provide utilization and availability data to internal and external stakeholders
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Create common statewide computing standards for networks, hardware, and software	Develop statewide infrastructure architecture and standards as migration to future state infrastructure is complete
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Create common statewide computing standards for networks, hardware, and software	Migration of applications to standard infrastructure
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Develop appropriate enterprise solutions and ensure that costs are competitive	Maintain system availability
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Create a climate characterized by collaboration and teamwork (positive morale)	Ensure all employees agree to performance and development plans and receive regular performance reviews
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Create a climate characterized by collaboration and teamwork (positive morale)	Establish cross-training to ensure adequate primary and back-up personnel for all key technologies and processes
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Create a climate characterized by collaboration and teamwork (positive morale)	Provide staff training and development opportunities to ensure we are appropriately utilizing emerging technologies
Goal 4: Adaptable Government for Future Generations	Protect the state's information assets and systems	Establish centralized monitoring to ensure early detection and response to potential security threats	Establish a secure infrastructure which ensures the confidentiality, integrity, and availability of state data
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote safety in the workplace	Promote a safe work environment by responding to issues, if any, identified in safety review
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote an awareness of turnover data (resignations only) to be used in recruitment and retention strategies	Utilize DAS (division) comparative Workforce Turnover data (resignations only) to measure against state data. Use this data to stimulate discussion around recruitment and retention strategies.
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote DAS diversity in the workforce as a percentage of the total civilian labor force	Create a baseline expectation and awareness of the data based on the current AA goals and objectives
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote Sustainability practices in government	Support the strategies, goals and action items as outlined in the Sustainability Plan 2007-13