

# DIR Shared Technology Services Outreach and Growth Webinar

Enterprise Software as a Service

June 30, 2021



# Agenda



- 1. Welcome, Agenda & STS Overview – Neal Pierce, Capgemini**
- 2. Public Cloud Services – Jonathan Hoffman, Rackspace**
- 3. Enterprise Software as a Service – Jason Wicker, Rackspace**
  - Microsoft O365 Subscriptions – John Tresnak
  - Salesforce as a Service – Jonathan Hoffman
  - Texas Imagery Service – Gayla Mullins
  - Remote File Service – Jason Wicker
- 4. External Portal – Neal Pierce, Capgemini**
- 5. Email Subscriptions – Carrie Davie, Capgemini**

# DIR Shared Technology Services Objective & Values



## Objective

- To supply access to managed IT as a Shared Service, allowing Customers to focus on supporting their mission and business functions rather than directly managing IT services.

## Values

- Diverse Technology Solutions - Meeting customer needs today while anticipating future demands through proven industry best practices and research.
- Assurance - Services are competitively procured with secure, reliable, and scalable solutions provided by private sector industry leaders and designed to meet customer requirements.
- Customer Support - From procurement through operations, STS solutions offer flexibility, accountability, and agility to meet evolving business needs, while minimizing risk and maintaining business continuity. The STS program provides customers with technical expertise and responsive support using a single platform and enterprise governance structure.

# DIR Shared Technology Services Model



## Multi-sourcing Services Integrator (MSI)

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

### Data Center Services

- Texas Private Cloud (TPC)
- Public Cloud Manager (PCM)
- Mainframe Services
- Technology Solution Services (TSS)
- Print, Mail, & Digitization

### Texas.gov

- Payment Services
- Application Services

### Managed Security Services

- Device Monitoring
- Incident Response
- Assessments

### Open Data Portal

- Official State Repository of Publicly Available Electronic Data

# DIR Shared Technology Services (STS): Data Center Services



## Multi-sourcing Services Integrator (MSI)

**Capgemini**

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

- Privileged Access
- Policies & Standards

## DCS Security Operations

**SAIC**

- Active Threat Identification
- Security Incident and Event Management

- Technology Planning
- Reference Architecture

## Technology Solution Services (TSS)

**Deloitte**

- Solution Consulting
- Project Delivery

### Application Services

**Deloitte**

- Application Development
- Application Maintenance
- Legacy Modernization
- Staff Augmentation

### Private Cloud

**Atos**

- Managed Server Compute
- Managed LAN/WAN
- Data Center Facilities

### Public Cloud Manager

**Rackspace**

- AWS, Azure, Google
- Managed Cloud Services
- Email O365
- Geographic Information Systems

### Mainframe

**Atos**

- Managed Mainframe Services

### Print Mail

**Xerox**

- Managed Print & Mail
- Digitization
- Document Management System



# DCS Public Cloud

Jonathan Hoffman, Rackspace



# Public Cloud



The Public Cloud Manager will provide computing services, technical and security assurances, and onboarding of public cloud services (commercial and government) through AWS, Azure, and Google.

**WHAT'S NEW:** Public Cloud service delivery with a focus on aligning the DCS Operating Model with Industry Best Practices. Leveraging Cloud Native tooling, the DCS Cloud Service model is poised to align to the value of Cloud Service Providers by evolving capabilities with investment in Service Evolution of the Public Cloud.

## Overall Value

Expanded Public Cloud model to deliver IaaS, PaaS and SaaS services with products and tooling built for and within the Public Cloud to leverage the full benefits of Public Cloud services with the security assurances of DCS.

### How you benefit:

- Technical and Security Program assurance of new and existing Services
- Expanded ability to leverage public cloud services
- Cloud center of excellence guidance and support

## Choice

Full operational support for IaaS, PaaS and SaaS Offerings to meet the varying support needs by Agency

### How you benefit:

- Leverage the best workload hosting strategy for each use case and find the right capability in the right platform at the right Service Tier based on Customer requirements
- Program that will keep pace with cloud service provider evolution of capabilities

## Competitive Price

Reduce operating expense by automation, focus on proper service alignment and improved self service

### How you benefit:

- Maximize Public Cloud advantage of capabilities and price inherent in Public Cloud use cases
- Standardized Instance Scheduling to turn on/off systems to reduce operating expenses within the Public Clouds
- Daily managed services support rates

# Microsoft O365 Subscription

John Tresnak, Rackspace





# Microsoft O365 – Benefits with DCS



DCS provides automation and secure enterprise access to O365 services:

- Large Volume pricing discounts on a variety of mailbox and O365 related subscriptions
- Microsoft benefits including Planning Services, Deployment Services, Training Vouchers, and Problem Resolution Support
- Availability to an environment for testing new MS O365 services
- Quarterly product optimization reviews
- Enterprise Contract Management support from DIR

# Microsoft O365 – Request for Solution/HLA ROM



- What type of use cases?
  1. Migrations
  2. AD Health Checks
  3. Health Assessments
  4. Implementations Projects

Request for Solution/HLA ROM

Submit a Request for Solution (RFS) or High Level Architecture/Rough Order of Magnitude (HLA/ROM).

Describe Needs Choose Options Summary

This item can be used to initiate a Request For Solution (RFS) or a High Level Architecture/Rough Order of Magnitude (HLA/ROM).

Initiating an RFS will raise requests for delivery of a new solution to a DIR Shared Service Customer. Once your request is submitted, it will be dispatched for approval, and then continue to solution proposal and build procedures required to implement the requested solution into the DIR Shared Services environment.

Initiating a High Level Architecture (HLA)/Rough Order of Magnitude (ROM) will raise a request for delivery of a high level solution and estimated cost range to a DIR Shared Service Customer. Once your request is submitted, a high-level solution with the cost range for budgetary purposes will be developed. If you choose to approve and proceed further, you will be required to submit an RFS. The RFS will result in the solution proposal, cost estimates, and timelines required to implement the requested solution into the DIR Shared Services environment.

\* What type of Service are you looking for?

Compute - Public Cloud Manager (PCM)

\* Is this request for an HLA/ROM or RFS?

HLA/ROM = High Level Architecture/Rough Order of Magnitude. HLA/ROM will result in the delivery of a high level solution and estimated cost range.

Request for Solution (RFS)

- Service Catalog > Browse by Categories > Request for Solution/HLA ROM
- RFS vs. HLA/ROM

# O365 Customer Project Examples

Jason Wicker, Rackspace





# O365 Customer Projects

- Divesting of O365 multi-tenant customer of one of their large tenants
  - Moved over 16,000 users and mailboxes over a 3 month period
  - Worked with both source and target agencies to support the migration to the new tenant
- Migrated customer from hosted Exchange into their own DCS O365 tenant
  - Created new tenant
  - Supported migration of 175 users and mailboxes/AD/Objects
  - 3 week project
- Azure Active Directory (AD) Health Check and Remediation
  - Worked with the agency to verify their AD and Azure AD synchronization
  - Helped remediate issues
  - 2 week project

# Salesforce as a Service

Jonathan Hoffman, Rackspace





# Salesforce as a Service



Through Data Center Services (DCS), eligible customers can procure Salesforce's Government Cloud Solution.

By procuring Salesforce through this program, customers receive discounted pricing based on the DCS enterprise volumes.

Government organizations are using Salesforce solutions for a multitude of government functions, including case management, grant management, constituent communication and correspondence management, 311, call/contact center management, licensing, permitting and inspections, outreach programs, learning management, volunteer management, project/program management, and even donor management.

- Secure, Private, Scalable, Reliable
- FedRAMP Certified SaaS/PaaS since 2014 and IL4; the STS offering is a PaaS solution
- Market Leadership, Continuous Innovation, and No Cost for Upgrades

# Salesforce as a Service



## Salesforce Benefits

Salesforce runs a multi-tenant, single code-base, which allows organizations to take advantage of the continuous innovation introduced through the company's three times a year upgrades.

These upgrades allow customers to take immediate advantage of the latest product features, security enhancements, and service capabilities.

- AppExchange and Private AppExchange
- Ease of Use: Declarative Configuration and Development
- Mobile First, Mobile Everything

## DCS Program Benefits

- Managing renewal against state schedule budget
- Acquisition of new license and new tech such as MuleSoft
- Bring ALL Salesforce purchase in line with the contract as well as CMDB contract module

# Texas Imagery Services

Gayla Mullins, Texas Imagery



# Texas Imagery Services



Aerial Imagery content from **AppGeo**® and



- Statewide 2020 imagery **AVAILABLE NOW**
- Urban areas 2021 imagery **coming July 2021**

**6-inch pixel resolution**

**Statewide coverage**

- 2011 - present

**Automatic Imagery Updates**

- Entire state refreshed every 3 years

**Streaming data service**

- WMTS/WMS links

**Annual subscription fee**

- Join any time at prorated fee

<https://tnris.org/texas-imagery-service/>



# Texas Imagery Service



## State Agencies

Level	Service Requests*	Annual Subscription Fee**
Power	>=20,000,000	\$375,000
Advanced	1,250,000 - 19,999,999	\$125,000
High	500,000 - 1,249,999	\$62,500
Moderate	100,000 - 499,999	\$31,250
Minimum	<100,000	\$15,625

## State Universities

Department - Annual flat fee \$15,625\*\*

University Wide - Annual flat fee \$125,000\*\*

## Regional Agency

Annual flat fee \$15,000\*\*

## Local Agency

Annual flat fee \$6,000\*\*

\* State Agency cost is calculated based on an annual metric of service web requests. A web request is every **new** click, pan, scroll, load or zoom per user in your organization.

\*\* Cost does not include DIR Fee

 Request a Free Trial Today

<https://www.tnrris.org/tis-request/>





# Remote File Service

Jason Wicker, Rackspace (PCM)



# Remote File Service



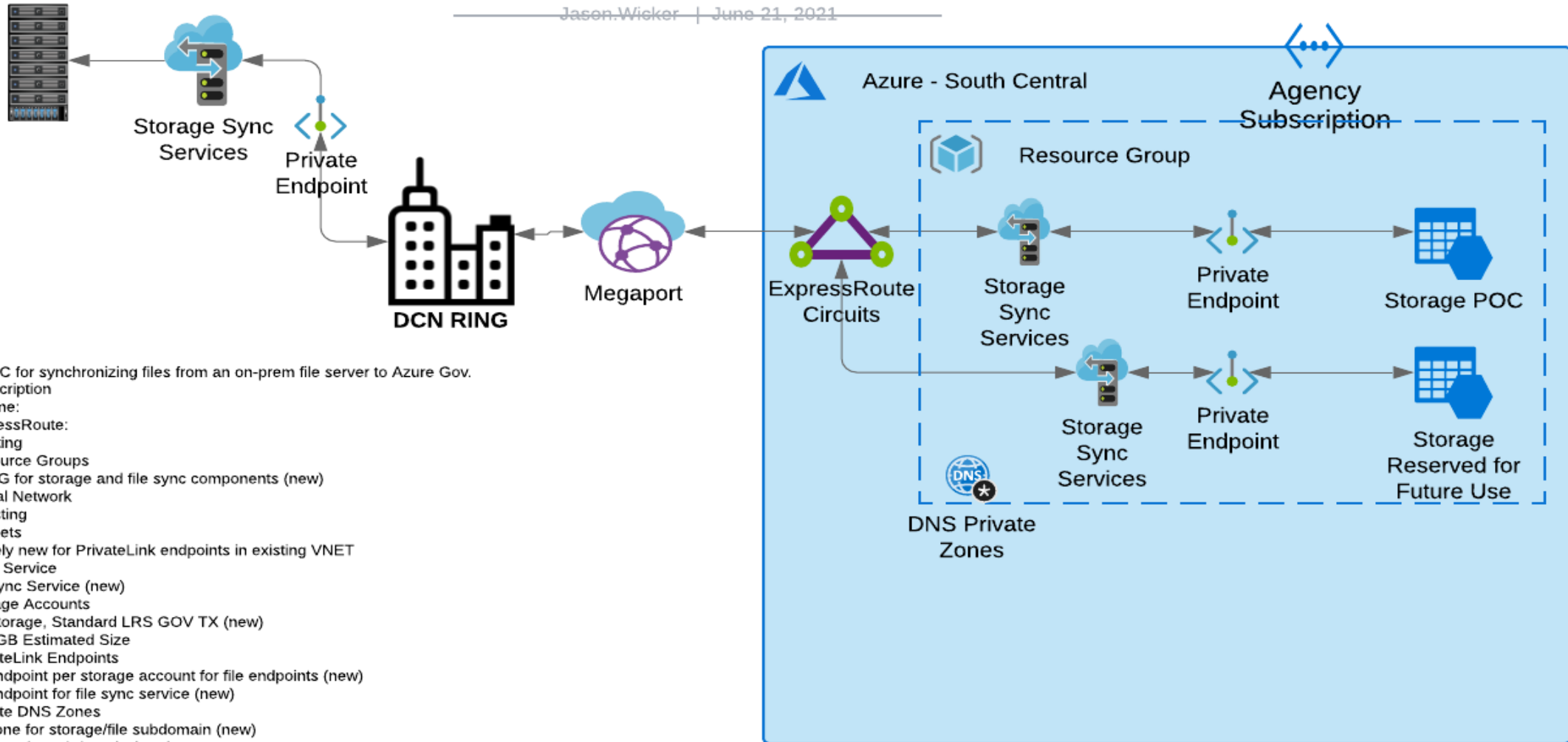
- PCM is now able to provide Remote Cloud Based File Service
  - This replaces the previous remote file offering
- Features include
  - On Prem File Synchronization
  - Multiple levels of storage class (Archive, Hot, Cold, Premium, etc.)
  - Ability to have multiple types of storage pools against a single file source
  - Available in AWS and Azure
  - Built with reference architectures
  - Secure point to point encryption available
  - Low cost to entry, low cost to manage
  - Infinitely scalable - storage pools can be configured to expand automatically

# Sample Remote File Service Use Case



## Azure Files POC

Jason.Wicker | June 21, 2021



a POC for synchronizing files from an on-prem file server to Azure Gov.

Subscription

- Name:

ExpressRoute:

-existing

Resource Groups

- 1 RG for storage and file sync components (new)

Virtual Network

- existing

Subnets

- Likely new for PrivateLink endpoints in existing VNET

Sync Service

- 1 Sync Service (new)

Storage Accounts

- 2 Storage, Standard LRS GOV TX (new)

- 50 GB Estimated Size

PrivateLink Endpoints

- 1 endpoint per storage account for file endpoints (new)

- 1 endpoint for file sync service (new)

Private DNS Zones

- 1 zone for storage/file subdomain (new)

- 1 zone for subdomain (new)

# Accessing More Info and/or Requesting Services on the STS External Portal

Neal Pierce, Capgemini, the Multi-sourcing  
Services Integrator (MSI)





# STS External Portal – Home Page



Visit DIR's Shared Technology Services External Portal: <https://dirsharedservices.service-now.com/dir>

- This online framework presents DIR STS Service Offerings with high-level views and additional drill-down details.
- Although designed for prospective STS customers, including governance (city, county, and state) and higher education, current customers (including those without internal portal credentials) may also view DIR STS Service Offerings.

The screenshot shows the DIR Shared Technology Services External Portal. At the top, there is a navigation bar with the DIR Shared Technology Services logo on the left and links for Internal STS Portal, Service Offerings, Eligibility, and Tours on the right. Below the navigation bar is a large banner image of a field of purple flowers with the text "Welcome to Shared Technology Services" in white. To the left of the banner, there is a paragraph about the mission of the Texas Department of Information Resources (DIR). To the right of the banner, there is a search bar and a vertical list of service offerings: Data Center Services (DCS), Texas.gov, Managed Security Services (MSS), and Open Data Portal (ODP). Below the banner, there is a section titled "What is STS?" followed by a paragraph about the objective of the program. Below that, there is a section titled "STS Values" followed by a bulleted list of three values: Diverse Technology Solutions, Assurance, and Scalable.

DIR Shared Technology Services

Internal STS Portal Service Offerings Eligibility Tours

## Welcome to Shared Technology Services

The mission of the [Texas Department of Information Resources \(DIR\)](#) is to serve Texas government by leading the state's technology strategy, protecting state technology infrastructure, and offering innovative and cost-effective solutions for all levels of government. You can use the buttons, to the right or below, to gather more information about some of our service offerings such as Data Center Services or Managed Security Services.

**What is STS?**

The objective of DIR's Shared Technology Services Program is to supply access to managed IT as a Shared Service, allowing Customers to focus on supporting their mission and business functions rather than directly managing IT services.

**STS Values**

- Diverse Technology Solutions - Meeting customer needs today while anticipating future demands through proven industry best practices and research.
- Assurance - Services are competitively procured with secure, reliable, and scalable

Search

Data Center Services (DCS)

Texas.gov

Managed Security Services (MSS)

Open Data Portal (ODP)



# STS Service Offerings



Service Offerings with high-level views and additional drill-down details.

*Home Page*

Data Center Services  
(DCS)

Categories

[-] STS Service Offerings Catalog

[+] Data Center Services (DCS)

Texas.gov

[+] Managed Security Services (MSS)

Open Data Portal (ODP)

Categories

[-] STS Service Offerings Catalog

[-] Data Center Services (DCS)

DCS Texas Private Cloud

DCS Public Cloud

DCS Print, Mail, and Digitization (...)

DCS Mainframe Services

DCS Technology Solution Service...

Enterprise Security Operations

Texas.gov

[+] Managed Security Services (MSS)

Open Data Portal (ODP)

*Service Offerings Page*

Microsoft O365 Subscription



Secure a mailbox and other O365 subscriptions.

View Details

Salesforce as a Service



Use Salesforce to connect: manage cases, call centers, licenses,

View Details

Texas Imagery Services



Easy to use imagery for government entities across Texas.

View Details

Remote File Service



Access that feels local but lives in the Public Cloud.

View Details

View Details

# Request More Information about Service Offerings



- Prospective Customers can submit requests for offering information at any drill-down.
- Current Customers should use the Internal Portal for an Service Level Agreement (SLA) Request For Solution (RFS).

Mandatory  
fields

Select Offering from  
within Pull-Down Menu

Add specific  
details here

Select to add additional details?

Yes ▾

Application Development  
Application Maintenance  
Backup as a Service  
Digital Forensics  
Disaster Recovery as a Service  
Endpoint Management System  
Intrusion Detection and Prevention Systems  
Mainframe Services  
Malware Detection and Prevention Systems  
Managed Firewall and Web Application Firewall (WAF) Services  
Microsoft O365 Subscription Services  
Multiple Services  
Penetration Testing  
Print & Mail  
Public Cloud Server and Storage Services  
Risk and Cloud Compliance Assessments  
Security Incident and Response Management Services  
Security Information and Event Management (SIEM)  
Security Operations Center (SOC)



# Inter-Agency & Inter-Local Contracts Structure

Prior to receiving Shared Technology Services from DIR, all customers must sign either an Inter-Agency Contract (IAC) or an Inter-Local Contract (ILC)

## Global IAC/ILC (Level 1)

Global, general terms that apply to all Shared Technology Services. **By signing**, the Customer gains general access to the Shared Technology Services program and may contract for one or more specific programs of service.

On **Eligibility Page** of the External STS Portal



Recently  
Added to  
**Eligibility  
Page**

## Program Terms and Conditions (Level 2)

DIR will provide separate terms for each program of service. Acceptance of the terms is communicated through an **acceptance email** to DIR, which enables the Customer to request a specific service or solution in the program.



## Solution Terms (Level 3)

A specific request for service (RFS), including a solution design and cost estimate, which the Customer **approves** within ServiceNow **ticket** to execute the project or purchase.

# Service Offering Of-The-Month

Each month STS Outreach and Growth features a Service Offering(s) with weekly Email communications that include links to Service Offering(s) and Pertinent Publication(s) followed by a monthly Webinar.



2021	Topic	SCP Presenter	Webinar
January	Managed Security Services (MSS) Overview	AT&T	Jan 27 <sup>th</sup>
February	Public Cloud Manager (PCM)	Rackspace	Mar 3 <sup>rd</sup>
March	Texas Private Cloud (TPC) and Mainframe	Atos	Mar 24 <sup>th</sup>
April	Texas.gov Application and Payment Services	Texas NIC & Deloitte	Apr 21 <sup>st</sup>
May	Disaster Recovery as a Service (DRaaS)	Capgemini, Atos & Rackspace	May 19 <sup>th</sup>
<b>June</b>	<b>Enterprise SaaS:</b> Office 365 Subscriptions, Salesforce as a Service, Texas Imagery Services, and Remote File Service	<b>Rackspace</b>	<b>June 30<sup>th</sup> @ 2pm</b>
July	Print, Mail and Digitization	Xerox	July 21 <sup>st</sup> @ 2pm
August	MSS Security Monitoring and Device Management	AT&T	Aug 18 <sup>th</sup> @ 2pm
September	Open Data Portal	Socrata & DIR	Sept 15 <sup>th</sup> @ 2pm
October	DCS Technology Solution Services - Application Services	Deloitte	
December	MSS Incident Response and Risk & Compliance	AT&T	



# STS Email Subscribers

Carrie Davie, Capgemini, the Multi-sourcing  
Services Integrator (MSI)





# STS Email Subscribers

Texas.gov |

[Subscribe to our mailing list!](#)

[Submit Feedback](#)



- We encourage all current and prospective customers to subscribe to our Shared Technology Services newsletter to receive more information about the DIR STS Program.
- Subscribers will receive 2-3 emails each month highlighting an “offering of-the-month” as well as invitations to monthly webinars.
  - Only subscribers will receive webinar calendar invites.
  - We use the same subscription box for email campaign and webinar invites – so no need to subscribe each month.
- Marketing emails will include links to offerings and publications posted on the STS External Portal.

**First Name \***

**Last Name \***

**Email \***

**Job Title \***

**Organization \***

**Submit**



STS is powered by the  
following providers:

**Atos**

Capgemini 

**rackspace**  
technology

 Socrata

**xerox**<sup>™</sup>

 **AT&T**

**Deloitte.**

**SAIC**  
Redefining Ingenuity

TEXAS  **NIC**

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**Thank You!**

