

# DIR Shared Technology Services Outreach and Growth Webinar

Data Center Services: Technology Solution Services  
Application Services

October 27, 2021



# Agenda



**1. Introductions and STS Overview**

**Carrie Davie, Capgemini**

**2. TSS - Application Services**

**Vipul Mehta, Deloitte**

**3. TSS - AD: Customer Experience**

**Vinkesh Mehta, Deloitte**

**4. Learn More and Join Us**

**Carrie Davie, Capgemini**

# 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: 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

# Data Center Services Webinars



<https://dirsharedservices.service-now.com/dir>

- NextGen Data Center Services
- DCS Private Cloud
- DCS Public Cloud
- Public Cloud: Enterprise Software as a Service
- Technology Solution Services
- Print, Mail, and Digitization

# TSS – Application Services

Vipul Mehta

ADM Director, Deloitte





# TSS Application Development and Maintenance Services



The overall approach is to reduce security risk, lower cost of maintenance and operations, stay current with the latest technological trends, and provide scalable architecture.

Build and maintain the best solution for enhancing business value



## Diverse Application Solutioning

Comprehensive technical expertise has enabled:

- Zero-cost and diverse solutioning
- Stabilization of existing applications
- Development or enhancement of new or existing applications via customized solution design
- Legacy modernization, implementing SAAS solutions, application performance management, & optimization



## Robust Delivery & Project Management

Synchronization of project and process data has enabled:

- Service levels measured and reported against agreed upon SLA targets
- PMO team is responsible for instilling and documenting repeatable processes/lessons learned, and ensuring deadlines are met. This knowledge management helps with establishing continuity of project knowledge
- Tailored delivery methodology via Agile, Waterfall



## Culture of Transparency

Process and governance communication throughout project lifecycle via Customer Technical Architect has enabled:

- Complete project visibility throughout every phase of project execution
- More focused assessment of client technical and budgetary needs for scope, effort, and cost estimates
- Customized training and knowledge transfer, as requested

***According to the 2020 National Digital Survey, Texas is one of the leading states in terms of fast-tracking cloud adoption and is backed by strong legislative support, strategic direction, and agency alignment.***

# TSS Application Development and Maintenance Services



Bringing a breadth of capabilities to enable solutioning and delivery ranging from developing new and enhancing existing applications and stabilizing application platforms, based on DCS program strategy.

## Capabilities

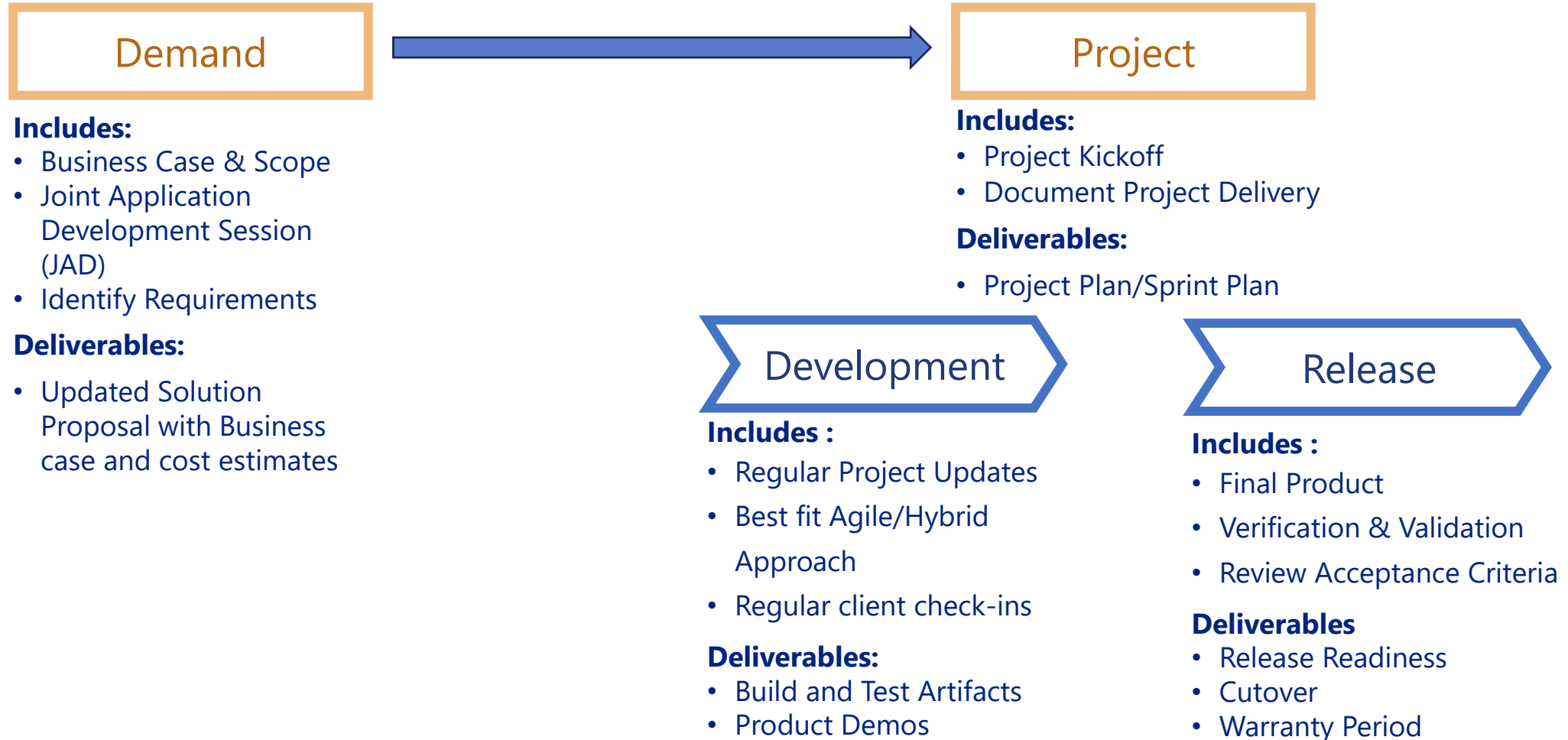
<p><b>App Maintenance and Optimization</b></p> <p><b>Legacy Technologies</b></p> <p>A large J2EE application enabling health care providers access consolidated immunization records for residents within a region and manage complex immunization schedules.</p> <p><b>Technology Used:</b></p> <p>Java, Oracle database, Immunization Information System (IIS), Oracle HTTP Server (OHS)</p>	<p><b>Data Analytics</b></p> <p><b>Data Analytics Platform</b></p> <p>Modernization of a Platform system which enables self-service reporting and enhanced business reports.</p> <p><b>Technology Used:</b></p> <p>Snowflake, Qlik Sense, SAS Viya</p>	<p><b>Platform Implementation</b></p> <p><b>Document Management System</b></p> <p>Migration, upgrade, enhancement of data capture system</p> <p><b>Technology Used:</b> IBM DataCap, SQL, .NET</p> <p><b>Vaccine Platform:</b></p> <p>Enhancement of existing functionality and builds new features to support evolving requirements to distribute the COVID vaccine</p> <p><b>Technology Used:</b> Salesforce, 3<sup>rd</sup> party integration with Immunization Information System (IIS)</p>
<p><b>Identity and Access Management</b></p> <p><b>SailPoint Project:</b></p> <p>Build POC Identity and Access Management environment that provides users improved workflows via a streamlined platform</p> <p><b>Technology Used:</b></p> <p>Okta, SailPoint IdentityIQ, Identity Access Management (IAM) Platform</p>	<p><b>Modernization Assessment</b></p> <p><b>WCMS Redesign Build Phase</b></p> <p>Execute on current-state assessment of new State Agency website and tool; robust platform capable of handling the size, complexity, and unique requirements</p> <p><b>Technology Used:</b> SharePoint, Learning Management System (LMS)</p>	<p><b>Website Redesign</b></p> <p><b>Website and WCMS Redesign:</b></p> <p>Web Content Management Systems (WCMS) requirements collection to redesign website; mobile-first approach for modern experience</p> <p><b>Technology Used:</b></p> <p>Acquia Cloud Platform CMS product, SharePoint, Learning Management System (LMS)</p>



# ADM Development Lifecycle



## Typical representation of the Request for Solution process for ADM Lifecycle.





# **Agile Overview**

# Agile Phases



Agile helps the enterprise design and build the right product through iterative, customer-oriented phases.

## DISCOVERY



Backlog Grooming

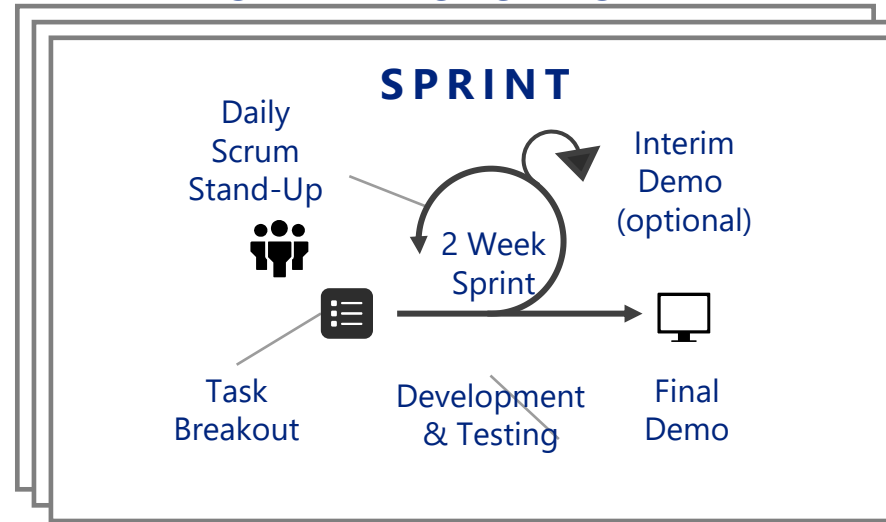


User Story Development

## DISCOVERY OUTPUTS

Prioritized Roadmap  
Release Cycle Set Plan  
Product Backlog  
User Stories

## SPRINT CYCLE SET



## SPRINT CYCLE SET OUTPUTS

Sprint Plan  
Sprint Backlog  
Refined Product Backlog  
Sprint Cycle User Stories  
Sprint Completion Report  
Release Candidates

## RELEASE



Deploy

## RELEASE OUTPUTS

Released Product

# Sprint Timeline – Representative

Agile timelines are fast paced and result oriented.



## DAILY












- 15 Minute Stand-ups
- Ad Hoc Huddles as needed

## BI-WEEKLY

- Sprint Planning
- Backlog Grooming
- End of sprint Demo
- Retrospective

## MONTHLY

- Project Leadership Review

Week 1	Monday	Tuesday	Wednesday	Thursday	Friday
	1  Backlog Grooming   User Story Development	2  User Story Review & Approval   Story Point Estimation	3  Daily Standup   Task Breakdown	4  Development	5
Week 2	Monday	Tuesday	Wednesday	Thursday	Friday
	6  Development & Testing	7  Interim Demo	8  Development & Testing	9	10  Final Demo



# Agile Roles and Responsibilities

Agile roles are designed to foster collaboration and transparency.  
Everyone from the customer to the developer shares the same goal.



## PRODUCT OWNER

Represents the business stakeholders

Ensures the Sprint Team understands required features and functionality requested in each Sprint

Responsible for prioritizing Product Backlog and defining project success in collaboration with the Sprint Team

Accepts or rejects User Stories completed by the team



## SCRUM MASTER

Serves as a facilitator between the Product Owner and the Sprint Team

Assists with eliminating blocking issues/impediments identified in the daily scrum meetings

Manages team relationships



## TEAM MEMBER

Works collaboratively across roles and functions to produce the product

Provides effort estimates

Assists with maintaining backlog

# TSS – Application Services Customer Experience

Uday Katira

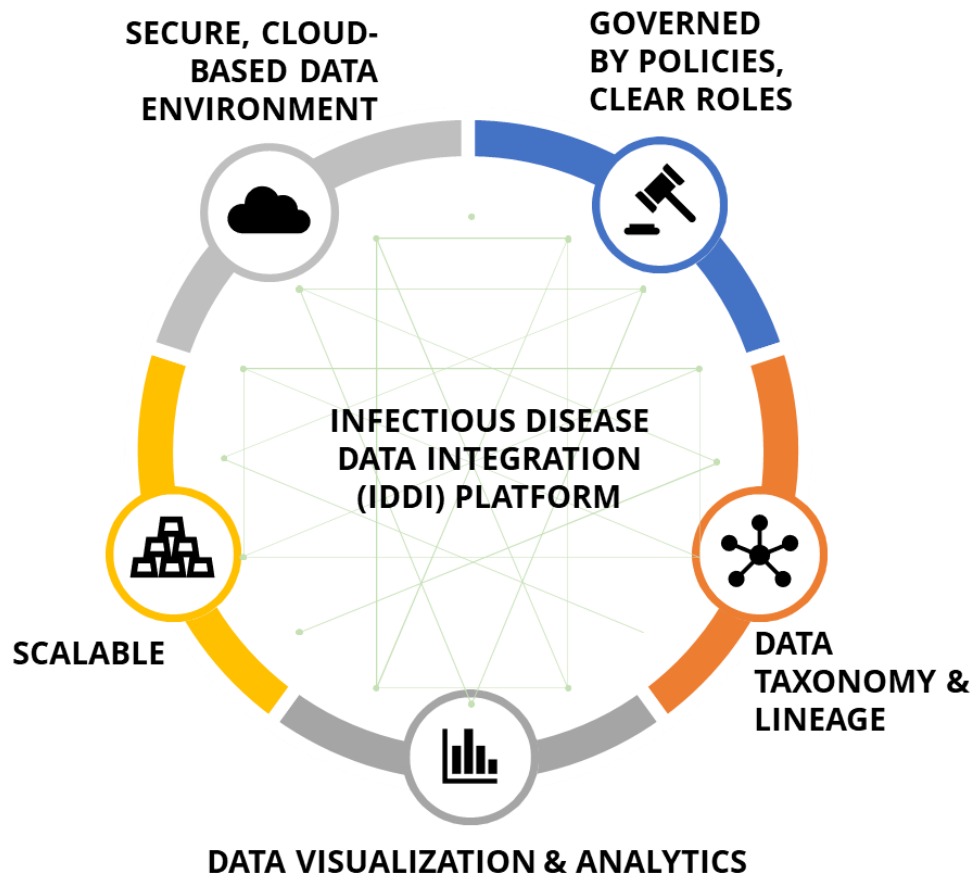
Deloitte, Managing Director

Analytics and Cognitive





# Strategy Results Achieved



## IDDI & Data Governance Project

### ISSUE

- Multiple data sources in the COVID-19 landscape causing potential data anomalies
- Issues with data consistency, quality and adequacy related to lab and case information
- Potential inaccuracies in reporting of aggregated positive cases and related information
- Lack of well-defined business processes and data accountability leading to data quality and governance challenges

### APPROACH

- Defined governance structure to identify stakeholders and streamline discussion making through established workflows
- Determine data quality and metadata management methods & tools to help facilitate governance activities

### OUTCOME

- Provide business stakeholder better viability and usability of data through canned reports and dashboards
- Data governance will produce better quality data, enabling sophisticated data driven decisions

# Learn More and Join Us

Carrie Davie

MSI Communications Manager, Capgemini



# STS External Portal

<https://dirsharedservices.service-now.com/dir>



- Designed for prospective STS customers, including governance (city, county, and state) and higher education
- STS Service Offerings catalog with high-level views and drill-down details
- Publications page featuring previous webinars and other helpful articles
- Eligibility details and sample agreements

The screenshot shows the homepage of the STS External Portal. At the top is a dark blue navigation bar with the DIR logo on the left and links for 'Internal STS Portal', 'Service Offerings', 'Publications', 'Eligibility', and 'Log in' 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 is a paragraph about the mission of the Texas Department of Information Resources (DIR). To the right is a search bar and four blue buttons: 'Data Center Services (DCS)', 'Texas.gov', 'Managed Security Services (MSS)', and 'Open Data Portal (ODP)'. Below the mission statement is a section titled 'What is STS?' followed by a paragraph about the objective of the program. Below that is a section titled 'STS Values' followed by a bulleted list of three values: 'Diverse Technology Solutions', 'Assurance', and 'Customer Support'. At the bottom of the page is a video player for a 'Managed Security Services Webinar' with a 'Watch later' button and a 'Share' button. The footer is a dark blue bar with links for 'Texas.gov', 'Subscribe to our mailing list!', 'Submit Feedback', and 'Sitemap'.

Internal STS Portal Service Offerings Publications Eligibility Log in

## 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 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.

**Managed Security Services Webinar**

DIR Shared Technology Services Watch later Share

Texas.gov | [Subscribe to our mailing list!](#) | [Submit Feedback](#) | [Sitemap](#)

# STS Service Offerings Catalog



Data Center Services (DCS)

Texas.gov

Managed Security Services  
(MSS)

Open Data Portal (ODP)

[Home](#) > [Service Offerings](#) > STS Service Offerings Catalog

Categories

STS Service Offerings Catalog

Data Center Services (DCS)

Texas.gov

Managed Security Services (MSS)

Open Data Portal (ODP)

STS Service Offerings Catalog

Welcome to the Catalog of DIR Service Offerings. Here, you will find information about the Programs offered by DIR Shared Technology Services. Use the tiles below to navigate through our Services and their Offerings.

Active Threat Identification

Identifying threats to protect our environment.

View Details

Compute and Storage

An enterprise approach to technology infrastructure

View Details

Digital Forensics

Detailed analysis of Security Incidents.

View Details

Endpoint Management Syst...

Protect your endpoints and enforce security compliance.

View Details

Incident Command Response

Ready to respond to security events.

View Details

Information Security Policie...

Establishing a framework to keep data safe.

View Details

Intrusion Detection and Pre...

Fully managed attack recognition and response.

View Details

Mainframe Backup Services

Keeping data redundant and secure.

View Details

Mainframe Disaster Recovery

Preparation in the event of a disaster.

View Details

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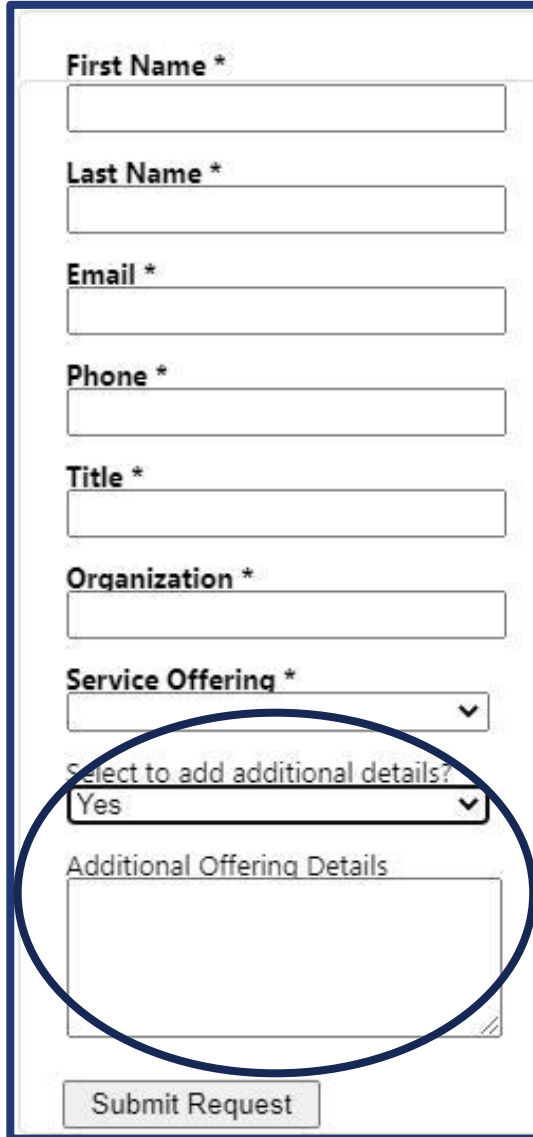


# Request More Information about Service Offerings

- Prospective Customers can submit a request on the offerings page to be contacted by our team.
- Current Customers should submit a Request For Solution (RFS) via the Service Catalog.

Mandatory fields

Provide additional information about your needs to help get your request to the right person faster.



First Name \*

Last Name \*

Email \*

Phone \*

Title \*

Organization \*

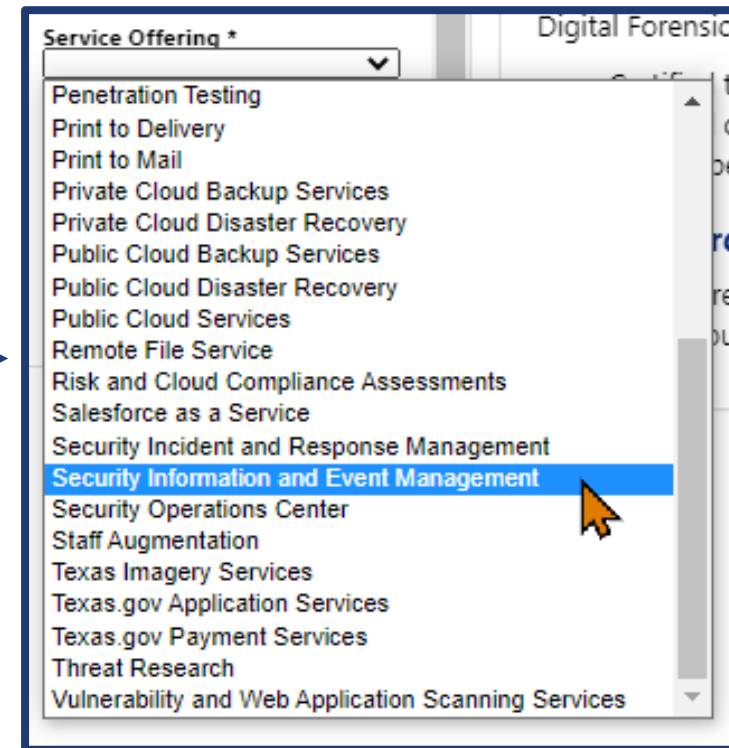
Service Offering \*

Select to add additional details?

Yes

Additional Offering Details

Submit Request



Service Offering \*

Digital Forensic

Penetration Testing

Print to Delivery

Print to Mail

Private Cloud Backup Services

Private Cloud Disaster Recovery

Public Cloud Backup Services

Public Cloud Disaster Recovery

Public Cloud Services

Remote File Service

Risk and Cloud Compliance Assessments

Salesforce as a Service

Security Incident and Response Management

Security Information and Event Management

Security Operations Center

Staff Augmentation

Texas Imagery Services

Texas.gov Application Services

Texas.gov Payment Services

Threat Research

Vulnerability and Web Application Scanning Services



# Eligibility and Contract Requirements

Prior to receiving Shared Technology Services from DIR, all customers must sign either an Inter-Agency Contract (IAC) or an Inter-Local Contract (ILC). In addition, each Program has Terms and Conditions that must be accepted.

## Who is eligible?

- State Agencies
- Public Institutions of Higher Ed
- Local Governments
- Public School Districts
- LCRA

Note: Public community colleges are eligible to participate only in Managed Security Services (MSS) and Texas.gov.

## Contract Document Previews

- [Shared Technology Services IAC](#)
- [Shared Technology Services ILC](#)
- [Data Center Services Terms and Conditions](#)
- [Texas.gov Terms and Conditions](#)
- [Managed Security Services Terms and Conditions](#)
- [Open Data Portal Terms and Conditions](#)

(Find these on the External Portal's Eligibility page.)



# Service Offering of the Month and Email Subscriptions



2021	Topic	SCP Presenter
September	Open Data Portal	Socrata & DIR
October	DCS Technology Solution Services - Application Services	Deloitte
December	MSS Incident Response and Risk & Compliance	AT&T

Find past webinar recordings and decks on the External Portal, where you can also subscribe to our mailing list:



Our campaigns include weekly emails about our offering of the month and are sent to a wide base of potential Customers. Only those who subscribe will receive invitations to our webinars.

# Contact Us

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STS is powered by the  
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technology

 Socrata

**xerox**<sup>™</sup>

 **AT&T**

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