Accelerating Illinois’ Modernization
These challenges have caused lost opportunities for our customers to benefit from the power of their government...

Ease of doing business in and with the State

Seamless engagement Customer <> Government

Improve workforce productivity

Unleash value of data

Secure personal information
IT LANDSCAPE IN ILLINOIS

There are **1,650** employees performing IT related work. **23%** of the workforce is currently eligible to retire.

There are **~2,800** applications covering **16** functional areas. **~200** applications used for accounts receivable/payable, GL, and payments.

82% of applications built in house, 8% are off the shelf, and 10% are unknown/other.

**131,000** phone calls answered in 2015 by help desk.

Inclusive of Salaries and Benefits the State has **$778M** in IT Spend. **42%** of the IT spend is done by BCCS.

Password resets accounted for **56%** of all tickets in the ticketing system.

Nearly **70%** of help desk callers were either satisfied or very satisfied.

20% of the State’s IT workforce have management roles vs. a typical benchmark of **11%**.

The State’s average span of control is **1:3.8** versus a benchmark standard of **1:7**.

32% of the state’s IT spend is on personnel costs.

In FY15 the State made **$222M** in IT purchases... **80%** was through master contracts.

This means an average of **30** calls per day for each of the **18** staff.
BUT WE HAVE A PLAN FOR OVERALL DIGITAL TRANSFORMATION THAT WILL HELP MAKE A 45-YEAR JOURNEY IN 4 YEARS...

1. Improving the Business of IT
   - Operational Transformation
   - Organizational Transformation

2. Improving the Business of the State using IT
   - Customer Service Transformation

3. Make Illinois a Smart State
   - Smart City Solutions
   - Regionalize Services
   - Economic Growth

Cultural Transformation
FOCUSING ON AGENCY MISSIONS

**Current IT Environment**

- 42 years of technical debt
- 2,800+ applications
- Many potential vulnerabilities
- 36% of staff eligible to retire
- Many IT Organizations
- Little coordination on spending
- C+ ranking as a digital state
- 1,700+ IT staff
- 60+ different IT organizations

**Future IT Environment**

- One State
- Right-sized applications
- Secure Data and Assets
- Significant workload in the cloud
- Process Driven IT Service Delivery
- Illinois FIRST
- Enterprise IT Architecture
- Modern and Efficient Infrastructure

**One State**

- 42 years of technical debt
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**Illinois FIRST**

- Right-sized applications
- Secure Data and Assets
- Significant workload in the cloud
- Process Driven IT Service Delivery
- Enterprise IT Architecture
- Modern and Efficient Infrastructure
THE ILLINOIS "FIRST" STRATEGY IS BASED ON OPERATING AS A PREFERRED ONE STOP, ONE ENTITY AND ONE VOICE ACROSS THE STATE FOR INFORMATION TECHNOLOGY
75 DAY SPRINTS DRIVING STRATEGIC CHANGE
DIGITAL TRANSFORMATION LEVERS

Internet of Things

Virtual Reality, Wearables

Security, Mobile, Social

Analytics

ePayments, eCurrency, Blockchain

While the concept of analytics has been around for a long time, advances in data capture have made it a strategic focus.
1. Rationalize
2. Virtualize
3. Modernize
4. Transform

- Infrastructure Consolidation
- Infrastructure Modernization
- Backup and Disaster Recovery
- Cloud, Enterprise and Illinois FIRST
- Application Rationalization
- Application Modernization
- Digital Innovation

Legend:
- Infrastructure Activities
- Applications Activities
- Service Delivery Activities

 Integrated Service Delivery

- Service Desk Integration
- ITSM Process Standardization

DoIT

Customer Engagement
Service Catalog

Customers

DRIVING INNOVATION AND COST AVOIDANCE
RUNWAYS, RAIL, ROADS AND WATER
• Illinois has 5 international airports and 7 other commercial airports
• Illinois is the only state that has all seven Class I freight railroads
• Illinois has the 3rd largest interstate highway system in the U.S.
• Illinois has 2 major inland ports and 14 waterway ports

THRIVING INNOVATION ECOSYSTEM
• 5,028 patents issued by inventors in 2015
• 83 Nobel Prize winners
• 275 digital startups launched annually, 440+ corporate R&D facilities, 200+ Incubators

192 HIGHER EDUCATION INSTITUTIONS STATEWIDE
• Over 825,000 Midwest Higher Education Graduates Annually
• 6.6 Million Person Labor Force & 38% with Associate’s Degree or Better
• U of I Graduates More Engineers each year than MIT, Stanford, and Cal Tech Combined

GLOBAL HEADQUARTERS HUB
• 34 Fortune 500 Companies & 29 S&P 500 Companies
• 241 Companies on Inc. 5000 List & 12 Fortune Global 500 Companies
• 5,600+ Foreign-Based Company Site Locations

ACCELERATING ILLINOIS MODERNIZATION

REINVENTING STATE IT...
LESSONS LEARNED
WORKING IN CONCERT
DEFINING INFLECTION POINTS
AVOIDING PITFALLS
MODIFYING APPROACHES TO WHAT WORKS (AND WHAT DOESN’T)

SHARING IDEAS
INNOVATIVE IDEAS
WORKFORCE OF THE 21ST CENTURY
CREATIVE APPROACHES TO NEW PROBLEMS
NEW THINKING FOR TODAY’S ISSUES

LEVERAGING EFFORTS
COLLABORATE ACROSS STATE AGENCIES
PLATFORMS
PROCUREMENTS
_VENDOR EXPERIENCES
_CONTRACTS

THE POWER OF WORKING TOGETHER
EMPOWERING ILLINOIS THROUGH HIGH-VALUE, CUSTOMER-CENTRIC TECHNOLOGY BY DELIVERING BEST-IN-CLASS INNOVATION