

GTC East 2008

**Combining IT Governance
and Portfolio Management
to Create a Results-
Oriented Organization**

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New York State
Office of
Children & Family
Services
www.ocfs.state.ny.us

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Agenda

➤ Portfolio Management

- Practices Deployed by the NYS Office of Children & Family Services

➤ Enterprise Governance

- Big “E” Concept
- Little “e” Concept
- A Collaborative Approach to Achieve Enterprise-Wide Governance

Portfolio Management



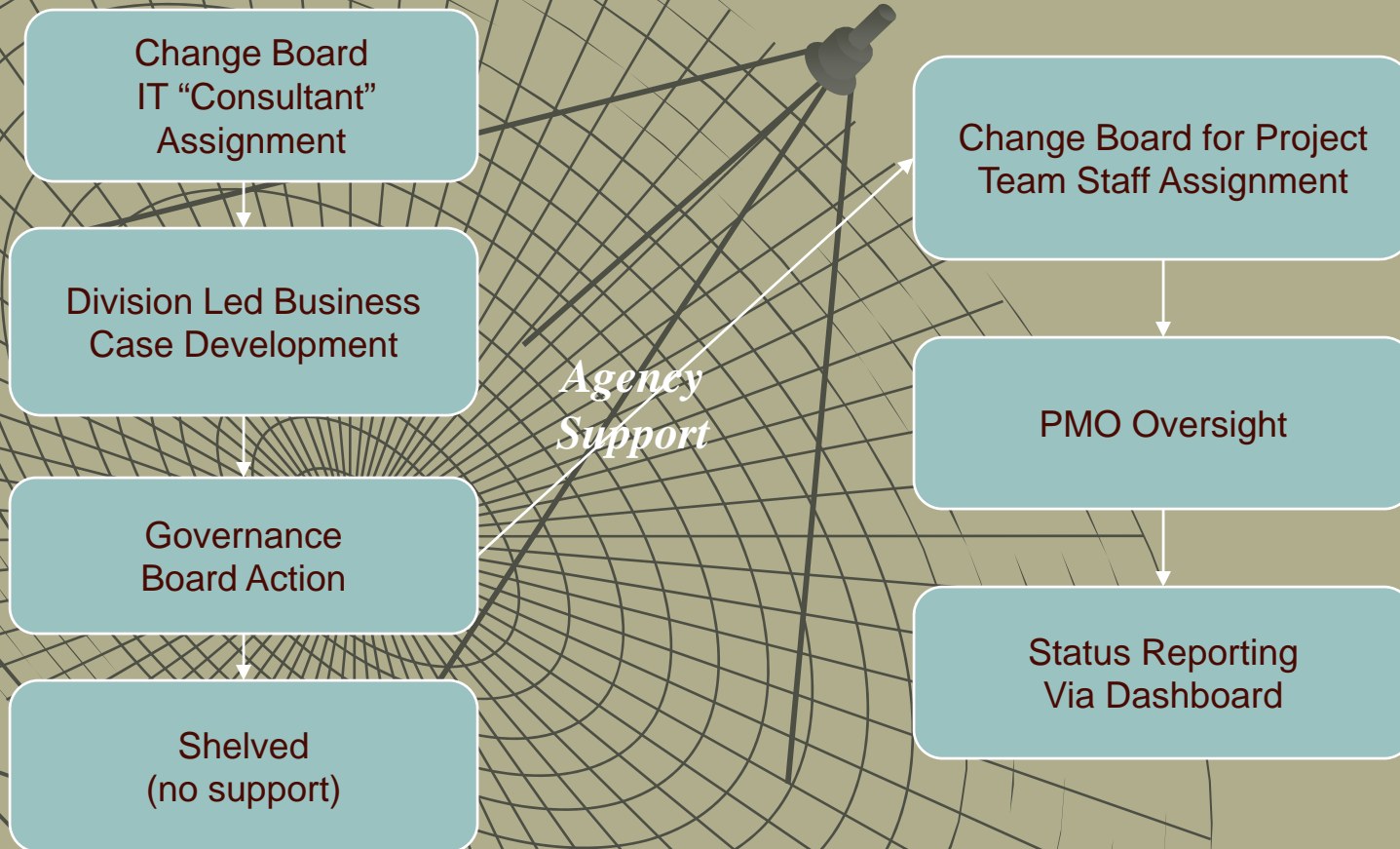
- Portfolio management is the application of systematic management to large classes of items managed by enterprise information technology capabilities.
- This process serves as the conduit for all new IT projects and large-scale enhancements. Because IT has overall responsibility for all technology (defined as hardware, software, applications and infrastructure) that serves our customers and employees, it is of benefit to the entire organization that IT be involved in all facets of technology considerations and decisions.

Portfolio Management



- Fiscal constraints, increased reporting requirements and smaller workforces necessitate that all available resources be expended with optimal return.
- There needs to be more emphasis on how the project will add value to Agency core operations/mission.
- IT resources (funding and staffing), agency priorities must be aligned.

OCFS Portfolio Management Process

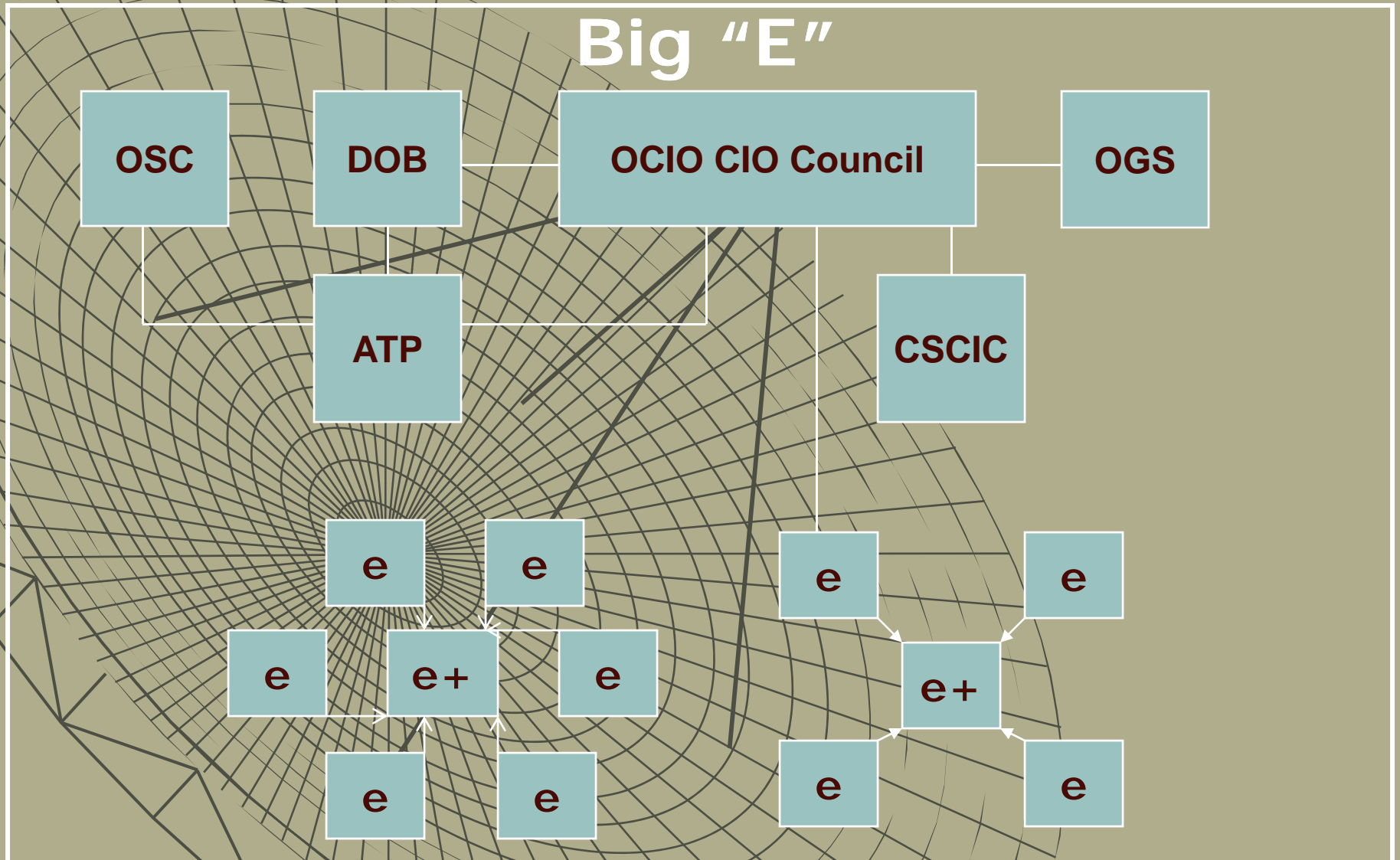


WHAT benefits will result?

- Executive support and IT resources will be aligned.
- Division priorities will be more closely aligned with Agency core priorities.
- Increased communication among project parties will exist.
- Accountability will increase and there will be better service to our customers.
- Responsibility for project success will be shared.

What's the Current IT Governance Situation?

Big "E"



Enterprise Governance



Effective enterprise governance focuses individual and group enterprise and experience in specific areas where its benefits can be felt the most. The governance initiative can then measure performance and provide assurance to the critical issues.

Impact of IT Governance

IT governance, control and assurance impact an enterprise's effectiveness by:

- Addressing business issues through collaboration.
- Assuring security, reliability, and integrity of strategic information.
- Protecting the enterprise's investments in IT including systems and network.
- Ensuring appropriate management of the enterprise's information assets.

Big “E” Goals

- Lead IT Enterprise Strategic Direction
- Strengthen IT Governance to Increase Accountability
- Achieve Customer-Focused Excellence
- Enhance Vendor Accountability and Investment Return
- Build and Retain a Talented IT Workforce

continued...

- Have a consistent Enterprise Architecture Assurance Process with formalized input from system architects early in a proposal lifecycle.
- Have a review process that provides guidance to protect teams to ensure compliance with Enterprise Architecture standards.
- Institutionalize common tools, consistent management practices, common methodologies, common service level objectives, and common data sets.

CIO/OFT's Commitment to Strengthening CIO Council Effectiveness

By working together in a collaborative environment, the state will realize greater value for IT investments. CIO/OFT is committed to increasing the effectiveness of the state's IT governance by focusing on the following activities which are to:

- Create an Inclusive and Collaborative Decision-making Process for Future IT Investments.
- Empower Action Team Co-Chairs to Shape Enterprise Outcomes

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- Strengthen CIO Community Leadership Capacity
- Encourage and reward Innovation and Contribution that Advance the Enterprise IT Strategic Plan
- Heighten Level of CIOs Engaged in Policy Advocacy at the Local, State, Federal and Global Levels
- Add Value by understanding each CIO's Agency Goals and Challenges
- Increase transparency and post IT Performance Measurements

Little “e” Enterprise Governance

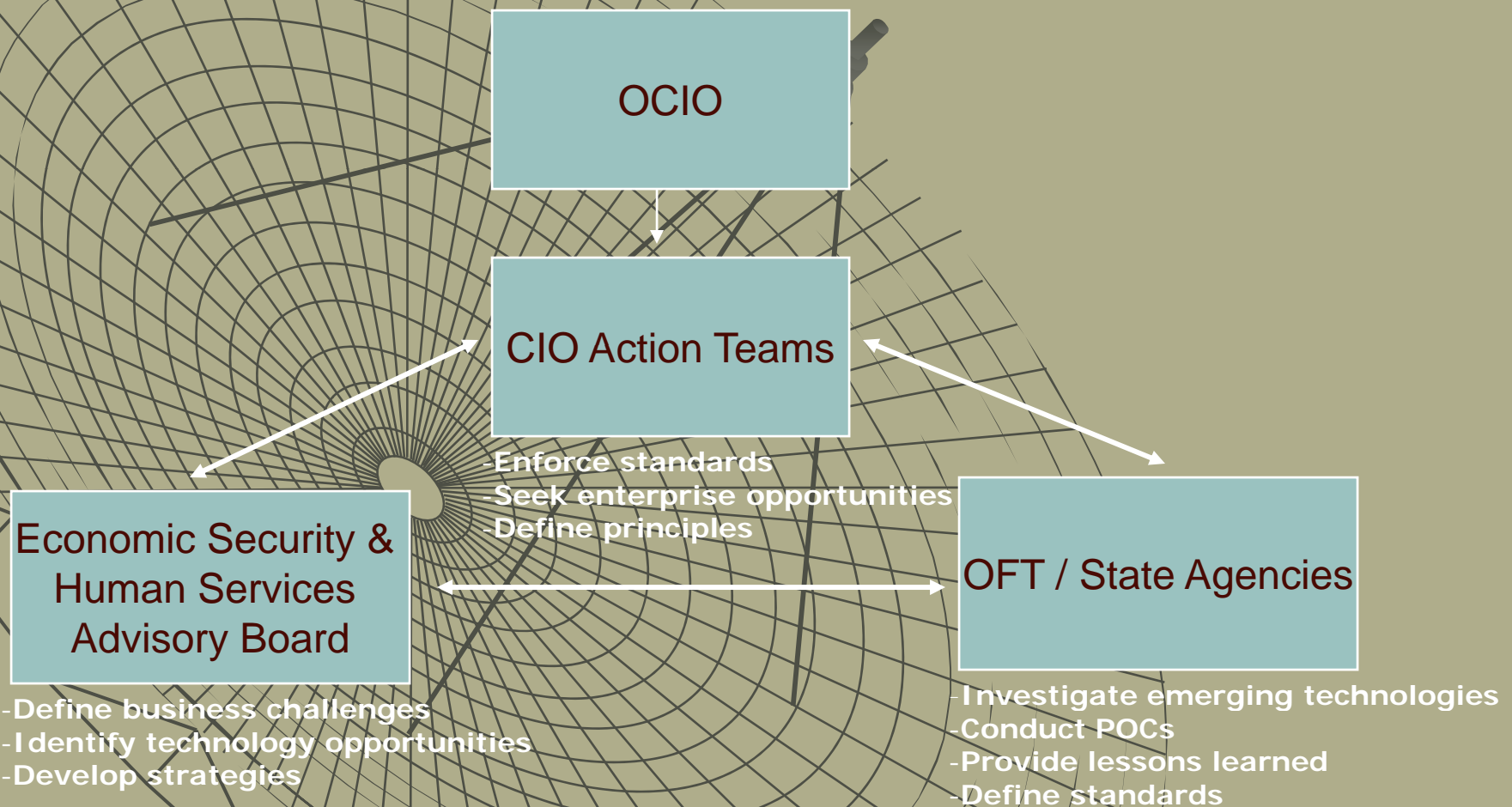


- Collaborate, aggregate and communicate common business goals.
- Leverage technical experiences and solutions.
- Provide OCIO suggestions in Big “E” operations.

Little “e” Goals

- Development of suggested enterprise architecture.
- Data classification strategies.
- Security Orientation and Review implementation of Best Practices
- Review Vendor Solutions
- Joint ATP development
- PTP review

A Collaborative Approach to Achieve Enterprise-Wide Governance



Economic Security and Human Services Advisory Board (ESH SAB)

- Daniel Chan - Office of Temporary and Disability Assistance
- Brian Digman - Department of Taxation & Finance
- Adam Gigandet - Department of Motor Vehicles
- Moses Kamyra - Governor's Office of Employee Relations
- Brian Scott - Department of Health
- William E. Travis, Jr. - Office of Children and Family Services
- Robert Vitello - Department of Labor

Integrated Justice Advisory Board (IJAB)

- Jack Armitage - Division of Parole
- Terry Atwater - Division of Criminal Justice Services
- Tara Borst — Office of Homeland Security
- Steve Cumoletti — Division of State Police
- Dennis Gaige - Division of State Police
- Celia Hamblin — Division of Parole
- Tom Herzog — Department of Corrections
- Chris James - Department of Corrections
- Donna LaChance - Division of State Police
- Andrew Lyng - Division of Criminal Justice Services
- Anne Roest — Division of Criminal Justice Services



Thank you...

For further information:

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