The State of Oklahoma
PROGRESS ON UNIFICATION

Quarterly Report

Greetings,

I am proud to present a quarterly report focused on one of our biggest assets: our customers. The technology services and support we provide to help them 24/7 year-round is essential to their day-to-day responsibilities. Much like keeping the lights on, we help our agency and customers meet their missions and citizen expectations.

And what a group of customers we have. They cover a wide range of businesses — from public safety and security to wildlife protection, welfare and healthcare. We started in 2011 with just a handful of agencies and completed unification in 2017 with 110 agencies. OMES now serves more than 34,000 state agency employees and an additional 31,000 affiliates.

This report is dedicated to showcasing how we have successfully met, resolved and completed technology projects, enhancements, requests and service disruptions for our customers. From our 330,000 completed cases for technology disruptions or requests, we resolved and completed our tasks on time at an average rate of 93 percent during FY 2018. Of the 41,000 customer satisfaction surveys completed in FY 2018, our customers were satisfied at an average rate of 94 percent.

While these numbers are significant, the greatest value is the continual evolution of the OMES Information Services staff that enables us to meet our customers' needs.

As our agencies evolve and increase their digital footprint, IT's significance becomes stronger. No longer can Oklahoma state government afford to have programs that run slowly or inefficiently. As our state government processes and systems are growing more outdated, our citizens' expectations about service delivery and speed are rising. We face challenges from regulation, legacy rules, procedures and constrained financial and staffing resources.

State government does not need to be like Google or Amazon, but we do need to take a look at outdated processes and systems and the technology debt that has occurred. After OMES unified technology for 110 agencies, we uncovered large amounts of technology debt. We have systems still running that have been retired since 2001 creating significant costs for maintenance and even greater risks of possible security breaches.

The next steps will require our customers to have to work within the confines of legacy IT systems that need upgrading and recognize that it is not possible to make the optimal modernizations to them immediately. Rather, updating legacy systems will take both time and investment.

In the latest unification cost savings and avoidance report, Oklahoma stands to see a savings impact of $833 million from FY 2010-2023. That is no small feat.

Today, every organization is a technology organization, regardless of what business they practice. Our customers are recognizing the cost savings that can be achieved when working with us to plan for technology optimization and technology debt. As our customers continue to grow and thrive, we too must persist in our mission as technology stewards to help them achieve this transformation.

Bo Reese
Chief Information Officer

TABLE OF CONTENTS

```
014070 017780 620-MODULO10.
014080 017790*
014090 017800      COMPUTE AP22-TOTMOD10 = AP22-MODUL10 * 2
014100 017810      IF AP22-TOTMOD10 GREATER THAN 9
014110 017820          MOVE AP22-TOTMOD10 TO AP22-SOMADIG10
014120 017830          COMPUTE AP22-TOTMOD10 = AP22-SOMADIG1 + AP22-SOMADIG2.
014130 017840
014140 017850      COMPUTE AP22-TOTMOD9  = AP22-MODUL9 * 1
014150 017860      IF AP22-TOTMOD9  GREATER THAN 9
014160 017870          MOVE AP22-TOTMOD9  TO AP22-SOMADIG10
014170 017880          COMPUTE AP22-TOTMOD9  = AP22-SOMADIG1 + AP22-SOMADIG2.
014180 017890
014190 017900      COMPUTE AP22-TOTMOD8  = AP22-MODUL8 * 2
014200 017910      IF AP22-TOTMOD8  GREATER THAN 9
014210 017920          MOVE AP22-TOTMOD8  TO AP22-SOMADIG10
014220 017930          COMPUTE AP22-TOTMOD8  = AP22-SOMADIG1 + AP22-SOMADIG2.
014230 017940
014240 017950      COMPUTE AP22-TOTMOD7  = AP22-MODUL7 * 1
014250 017960      IF AP22-TOTMOD7  GREATER THAN 9
014260 017970          MOVE AP22-TOTMOD7  TO AP22-SOMADIG10
014270 017980          COMPUTE AP22-TOTMOD7  = AP22-SOMADIG1 + AP22-SOMADIG2.
014280 017990
014290 018000      COMPUTE AP22-TOTMOD6  = AP22-MODUL6 * 2
014300 018010      IF AP22-TOTMOD6  GREATER THAN 9
 F1=Help        F2=Split      F3=Exit      F5=Rfind      F6=Rchange    F7=Up
 F8=Down        F9=Swap       F10=Left     F11=Right     F12=Cancel
```

Each line of code forms a chain 381 miles long.

This image represents 15,352,341 lines of Legacy COBOL code still providing mission critical system support to various Department of Human Services divisions.

If each line of code were represented by a standard paperclip, and you were to link those together they would form a chain 381 miles long – long enough to connect the Oklahoma state capitol building to the capitol building in Austin, Texas.

This is a perfect example of technology debt and something OMES Information Services deals with every day. After we consolidated technology for 110 agencies, we uncovered large amounts of legacy systems. As the service delivery and cost recovery agency, OMES must work with agency customers with the goal of not only maintaining these systems but eventually updating them. However, unlike financial debt, technology debt has not really been accounted for, and therefore, it remains unfunded and continues to accumulate year after year.

Overview

Similar to financial debt, technology debt also needs to be analyzed and managed.

According to Pew's analysis of the state's comprehensive annual financial reports and statements, Oklahoma has the 30th-highest total state debt, with only 11 states having less per capita.[1] To help with understanding debt, Oklahoma recently published its first debt affordability study and analysis. This will be done annually as signed into law by Gov. Mary Fallin in May 2017. The affordability study helps policymakers understand the impact of new borrowing on the state's long-term fiscal health. This is all part of creating a debt management policy for the state. Similar to financial debt, technology debt also needs to be analyzed and managed.

Technology looks forward as a business. Vendors who provide our products and infrastructure work in a

competitive and innovative market. Technology companies must build toward improving their products and services. This means that older systems and behaviors can become unsupported by the vendor and costly over time because it is no longer a part of their business model.

As we strive to update state government technology to improve the business process, we continue to create legacy technology and the inherent increased costs, or technology debt, this business model creates. OMES will continue to update the state's technology infrastructure and assets to improve citizen and agency employee digital experiences, but these improvements come at a cost.

Definition of Technology Debt

Traditionally included sunk cost of hardware, software, lines of code and other assets.

Legacy systems are a lot like your car. Keep up your required maintenance and some can last for years. But if you skip on regular maintenance and don't heed its warnings, it won't last as long. What developers call technical debt can accumulate quickly in legacy systems as each line of code that is added due to a quick fix or a short delivery time builds on the rest of the code.

This is the tradeoff. Save money now but lose money later, especially if it leads to a system failure or a security breach costing thousands of dollars. While it can be useful to incur some technology debt, similar to financial debt there is a limit to how much technology debt you want to carry.

Technology debt, or technical principal debt, traditionally included sunk cost of hardware, software, lines of code and other assets. Over the past years, this definition has expanded to include not only technical principal debt but also the following:

- **Principal** – Cost of remediating code/applications/architecture/infrastructure, i.e., technical debt.
- **Interest** – Incremental IT costs for adjusted/new processes, interfaces, maintenance or additional people.
- **Liability** – Additional business costs from outages, breaches or corrupt data.
- **Opportunity Cost** – Benefits that could be achieved with new products and features, and opportunities hindered by system inflexibilities or inefficiencies.[2]

Risks of Technology Debt

Leads to a system failure or a security breach costing thousands of dollars.

OMES has seen it all when it comes to quick fixes and ad hoc environments to fix, or improve, a process with low-cost or no budget. While these resolutions were needed and were the solution at the time, they have created a tremendous amount of technology debt for the state. These quick fixes can have serious impacts such as:

- Significant security vulnerabilities as the cost of an outage or a security incident could be higher than the cost of replacing legacy technology.
- Increasing costs year after year with no new benefit.
- Software licenses are out of compliance.
- Results in large, unbudgeted costs.
- Increases risk of potential lawsuits.
- Custom applications have no documentation and no remaining support staff.
- Requires use of consultants to discover how applications function.
- Service outages take longer to recover.

There are still several systems that are being used today that have needed to be updated as far back as 2001. The following examples are what happens when technology debt is not addressed.

Peoplesoft ERP

The binders pictured here represent approximately 3,000 development requests. At a conservative estimate, these requests yield 300,000 lines of code modifications, or technology debt. If each line of code were a business card and stacked it would reach 417 feet. To put in perspective, this is taller than the 393-foot Sandridge Tower in downtown Oklahoma City.

Agency supplemental system

An agency supplemental system is working on a system where support ended in 2006 and the retirement of the system was announced in 2001. The knowledge for this system is so limited that OMES must rely on a previous state employee who teleworks from Illinois to maintain support as needed.

Moving Forward

Until there is a consensus nationally on technology debt, it is hard to produce accountability.

The possibility to calculate technology debt is of much debate. Until there is a national consensus on technology debt that can be applied across applications, contracts and vendors, it is hard to produce accountability.[3] In Oklahoma, we are working toward creating a technology debt analysis and strategically update and remove these systems so that Oklahoma is at a sustainable level with its technology debt. Such consensus could be a powerful management tool and help with the following:

- Ability to analyze and calculate technology debt for systems currently being put in place.
- Establishing technology debt as a performance metric in IT contracts.
- Adopting a technology debt metric for application developers to maintain.
- Establishing a baseline for legacy systems of known technology debt to determine its value and decide whether to keep the system, adapt it to the cloud or abandon it in favor of a newer sytem.[4]

OMES is charged with updating the state's technology, and addressing technology debt is something we must do. Our state customers must be incentivized to budget for technology transformation and automation and to increase their technology footprint for citizen services.

Below are a few core enterprise services we have modernized to create a foundation to update Oklahoma's legacy technology systems. Let's move forward with addressing the legacy technology and embracing new and innovative technology to help our agency customers, and by extension the citizens of Oklahoma.

Infrastructure

OMES operates a Multiprotocol Label Switching network connecting state agencies and affiliates to a 10-gigabits-per-second backbone utilizing the statewide fiber network that boasts more than 2,500 total miles

of fiber assets. The state uses this network to offer managed local area network and Wi-Fi services that are the foundation upon which more transformational services like Voice over Internet Protocol, Microsoft Office 365 and access to a vast array of applications housed in a centralized tier-3 state data center located in a LEED silver certified building.

State Standards for Workstations

OMES updated the state standards for workstations to better meet the needs of the modern workforce and adjusted the acquisition process in order to comply with the requirements of the IT Consolidation and Coordination Act.

In the first six months of its implementation, the PC Acquisition standard realized more than $500,000 in cost avoidance for agencies adhering to the standard. View the Oklahoma Workstation Standards and other policies for more information.

Phones

OMES updated core voice services of roughly 14,000 phones in more than 120 locations for over 93 state agencies as part of a VoIP update to AT&T Hosted Voice Solution service.

Part of the phone updates included the retirement of the aged system previously located in the basement of the State Capitol. The SL-100 was a behemoth of a digital-switching system, occupying a large chunk of real estate. The new system takes up just a fraction of the space.

We are in the process of updating an additional 6,000 phones to HVS platform. View the YouTube video "OMES Retires old phone system at Capitol" for more information.

Email and Passwords

The state has deployed Microsoft Office 365 as a productivity and collaboration tool to 80 percent of state users and will complete the deployment in FY 2019. Office 365 provides a single tenant where 22,500 state staff can collaborate using Groups, Yammer and other products that are available on the platform.

We have implemented self-service password reset for 22,500 state employees. View passwordreset.ok.gov for more information.

Consolidating Statewide Mainframes

OMES worked with the Oklahoma Department of Human Services, the Oklahoma Department of Transportation, the Department of Public Safety and the Oklahoma Tax Commission to consolidate five mainframes into one platform. The new solution has increased storage capacity and processing power for the State of Oklahoma. It also improved security of some of the state's most sensitive data while reaping a cost savings for these agencies in excess of $14 million.

1 - Oklahoma Lawmakers Now Have More Information on State Debt Affordability

2 - Technical Debt Explained

3,4 - Calculating Technical Debt can focus Modernization Efforts

Cost savings

Agency Name	Status	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Alcoholic Beverage Laws Enforcement (ABLE) Commission IT Unification	Completed	$119,254.34	$119,254.34	$119,254.34	$119,254.34	$0.00	$0.00
Agriculture HelpDesk Transition	Completed	$3,751.36	$0.00	$0.00	$0.00	$0.00	$0.00
Agriculture Department IT Consolidation	Completed	$125,644.48	$0.00	$0.00	$0.00	$0.00	$0.00
Attorney General IT Unification	Completed	$11,573.16	$11,573.16	$11,573.16	$11,573.16	$11,573.16	$0.00
Behavioral Health Licensure IT Consolidation	Completed	$3,450.25	$3,450.25	$0.00	$0.00	$0.00	$0.00
Boll Weevil IT Consolidation	Completed	$61,591.16	$61,591.16	$0.00	$0.00	$0.00	$0.00
CareerTech IT Unification	Completed	$420,699.76	$420,699.76	$420,699.76	$420,699.76	$420,699.76	$0.00
CareerTech Independent Contractor Unification	Completed	$39,960.00	$0.00	$0.00	$0.00	$0.00	$0.00
CareerTech Position Unification	Completed	$98,150.00	$0.00	$0.00	$0.00	$0.00	$0.00
Children & Youth Commission IT Consolidation	Completed	$90,890.89	$0.00	$0.00	$0.00	$0.00	$0.00
Chiropractic Examiners IT Consolidation	Completed	($2,524.00)	$0.00	$0.00	$0.00	$0.00	$0.00
COMIT Telemanagement Billing Module	Completed	$123,925.00	$0.00	$0.00	$0.00	$0.00	$0.00
Conservation Commission IT Consolidation	Completed	$14,575.00	$0.00	$0.00	$0.00	$0.00	$0.00
Corporation Commission IT Unification	Completed	$1,528,331.16	$1,528,331.16	$1,528,331.16	$1,528,331.16	$1,528,331.16	$0.00
Council on Law Enforcement Education and Training IT Unification	Completed	$104,206.80	$104,206.80	$104,206.80	$104,206.80	$104,206.80	$0.00
Court of Existing Claims IT Unification	Completed	$62,877.71	$62,877.71	$62,877.71	$62,877.71	$62,877.71	$0.00
Decommission MidCon	Completed	$113,160.00	$0.00	$0.00	$0.00	$0.00	$0.00
Decommission Unused Software – Infrastructure	Completed	$88,983.74	$88,983.74	$0.00	$0.00	$0.00	$0.00
Dentistry Board IT Consolidation	Completed	($3,857.00)	$0.00	$0.00	$0.00	$0.00	$0.00

Agency Name	Status	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Department of Commerce IT Consolidation	Completed	$8,903.55	$8,903.55	$0.00	$0.00	$0.00	$0.00
Department of Corrections IT Unification	Completed	$891,263.49	$891,263.49	$891,263.49	$891,263.49	$891,263.49	$0.00
Department of Environmental Quality IT Unification	Completed	$117,944.34	$117,944.34	$117,944.34	$117,944.34	$117,944.34	$0.00
Department of Libraries IT Consolidation	Completed	$115,599.00	$0.00	$0.00	$0.00	$0.00	$0.00
Department of Mental Health and Substance Abuse IT Unification	Planning	$89,480.80	$89,480.80	$89,480.80	$89,480.80	$89,480.80	$0.00
Department of Transportation IT Consolidation	Completed	$362,460.75	$362,460.75	$0.00	$0.00	$0.00	$0.00
Department of Veterans Affairs IT Unification	Completed	$125,423.64	$125,423.64	$125,423.64	$125,423.64	$125,423.64	$0.00
DEQ – Position Consolidation	Completed	$113,475.00	$0.00	$0.00	$0.00	$0.00	$0.00
DEQ Data Center Infrastructure Repurpose	Completed	$214,320.79	$214,320.79	$214,320.79	$214,320.79	$214,320.79	$0.00
DOC – Re-organization	Completed	$140,570.00	$0.00	$0.00	$0.00	$0.00	$0.00
DPS E-Seek Barcode MSR Reader Solution	Completed	$4,452.00	$4,452.00	$0.00	$0.00	$0.00	$0.00
DSD Building Moves	Completed	$127,144.77	$127,144.77	$127,144.77	$127,144.77	$127,144.77	$0.00
Educational Quality and Accountability IT Unification	Completed	$14,208.97	$14,208.97	$14,208.97	$0.00	$0.00	$0.00
EGID – Manage Engine Renewal	Completed	$4,148.00	$4,148.00	$0.00	$0.00	$0.00	$0.00
EGID IT Consolidation	Completed	$1,584,005.78	$1,584,005.78	$0.00	$0.00	$0.00	$0.00
Eliminate Unused Software – Shared Services*	Completed	$140,918.00	$0.00	$0.00	$0.00	$0.00	$0.00
Employee Benefits Division – VM Ware	Completed	$5,357.00	$5,357.00	$0.00	$0.00	$0.00	$0.00
Fiber – Classen Buildings	Completed	$14,592.00	$0.00	$0.00	$0.00	$0.00	$0.00
Fiber – LandMark Tower	Completed	$14,820.72	$0.00	$0.00	$0.00	$0.00	$0.00
Fiber – Professional Engineers & Land Surveyors	Completed	$4,164.00	$0.00	$0.00	$0.00	$0.00	$0.00
Fiber Optic Asset Tracking System	Completed	$2,453.94	$2,453.94	$0.00	$0.00	$0.00	$0.00
Health Department IT Consolidation	Completed	$597,779.92	$0.00	$0.00	$0.00	$0.00	$0.00
Health Department Network Unification	Completed	$1,437,627.00	$0.00	$0.00	$0.00	$0.00	$0.00

Agency Name	Status	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Health Department Printer Optimization*	Completed	$362,190.43	$0.00	$0.00	$0.00	$0.00	$0.00
Historical Society IT Unification	Completed	$65,073.91	$65,073.91	$65,073.91	$65,073.91	$65,073.91	$0.00
Horse Racing Commission IT Unification	Completed	$74.38	$74.38	$74.38	$74.38	$74.38	$0.00
Human Services Department IT Unification	Completed	$5,027,467.71	$5,027,467.71	$5,027,467.71	$5,027,467.71	$5,027,467.71	$0.00
IPSH Health Exchange Information	Completed	$196,100.00	$196,100.00	$0.00	$0.00	$0.00	$0.00
ITSW1024 Encrypted Email Software	Completed	$5,400.00	$5,400.00	$0.00	$0.00	$0.00	$0.00
ITSW1030 Good Technology RFP	Completed	$5,340.00	$5,340.00	$0.00	$0.00	$0.00	$0.00
J.M. Davis Memorial Commission IT Unification	Completed	$219.60	$219.60	$219.60	$219.60	$219.60	$0.00
JD McCarty Center IT Unification	Completed	$76,161.00	$76,161.00	$76,161.00	$76,161.00	$76,161.00	$0.00
Labor Department IT Consolidation	Completed	$93,429.34	$0.00	$0.00	$0.00	$0.00	$0.00
LIMS – Laboratory Information Management System	Completed	$116,034.16	$116,034.16	$0.00	$0.00	$0.00	$0.00
Live Scan Fingerprinting System	Completed	$45,000.00	$45,000.00	$0.00	$0.00	$0.00	$0.00
Medical Claims Clearinghouse	Completed	$28,200.00	$28,200.00	$0.00	$0.00	$0.00	$0.00
Medical Examiners IT Consolidation	Completed	$13,932.00	$0.00	$0.00	$0.00	$0.00	$0.00
Microsoft EA Cost Savings Project	Completed	$5,300,000.00	$5,300,000.00	$0.00	$0.00	$0.00	$0.00
Mines Department IT Consolidation	Completed	($16,413.04)	$0.00	$0.00	$0.00	$0.00	$0.00
Multi Injury Trust Fund IT Unification Project	Completed	$1,461.00	$1,461.00	$0.00	$0.00	$0.00	$0.00
ODAFF – Oracle Licensing Application	Completed	$5,028.00	$5,028.00	$0.00	$0.00	$0.00	$0.00
Office of Juvenile Affairs IT Unification	Completed	$33,250.44	$33,250.44	$33,250.44	$33,250.44	$33,250.44	$0.00
OKDHS Eliminate Unused Software*	Completed	$202,987.00	$202,987.00	$202,987.00	$202,987.00	$0.00	$0.00
OKDHS Printer Optimization	Completed	$842,481.76	$842,481.76	$842,481.76	$842,481.76	$842,481.76	$0.00
OKDHS Reduction in IT Staff FY 2015	Completed	$2,522,988.32	$2,522,988.32	$2,522,988.32	$2,522,988.32	$0.00	$0.00
Oklahoma Bureau of Narcotics IT Unification	Completed	$83,387.36	$83,387.36	$83,387.36	$83,387.36	$83,387.36	$0.00
Oklahoma Department of Rehabilitation Services IT Unification	Completed	$9,522.63	$9,522.63	$9,522.63	$9,522.63	$9,522.63	$0.00
Oklahoma Department of Veterans Affairs HelpDesk Transition	Completed	$145,700.00	$0.00	$0.00	$0.00	$0.00	$0.00

Agency Name	Status	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Oklahoma Health Care Authority IT Unification	Completed	$654,792.17	$654,792.17	$654,792.17	$0.00	$0.00	$0.00
Oklahoma Indigent Defense IT Unification	Completed	$1,223.96	$1,223.96	$1,223.96	$1,223.96	$1,223.96	$0.00
Oklahoma State Bureau of Investigation IT Unification	Completed	$25,481.88	$25,481.88	$25,481.88	$25,481.88	$25,481.88	$0.00
Oracle Contract Re-Negotiation	Completed	$1,241,221.24	$1,241,221.24	$1,241,221.24	$1,241,221.24	$1,241,221.24	$0.00
OSDH – NetIQ Contract	Completed	$8,114.00	$8,114.00	$0.00	$0.00	$0.00	$0.00
Pardon & Parole Board IT Consolidation	Completed	$32,551.73	$0.00	$0.00	$0.00	$0.00	$0.00
Pharmacy Board IT Consolidation	Completed	$88,500.00	$0.00	$0.00	$0.00	$0.00	$0.00
Private Vocational Schools Board IT Consolidation	Completed	($605.00)	$0.00	$0.00	$0.00	$0.00	$0.00
Psychologists Examiners IT Consolidation	Completed	($1,408.00)	$0.00	$0.00	$0.00	$0.00	$0.00
Real Estate Commission IT Consolidation	Completed	$113,055.84	$113,055.84	$0.00	$0.00	$0.00	$0.00
Resource Leveling FY 2017	Completed	$2,118,120.97	$2,118,120.97	$2,118,120.97	$2,118,120.97	$2,118,120.97	$0.00
Scenic Rivers Commission IT Consolidation	Completed	($6,194.76)	$0.00	$0.00	$0.00	$0.00	$0.00
SDE – CAS Contract Consolidation	Completed	$21,000.00	$21,000.00	$0.00	$0.00	$0.00	$0.00
SDE – Child Count Contract Consolidation	Completed	$23,699.97	$0.00	$0.00	$0.00	$0.00	$0.00
SDE – Child Nutrition Contract Consolidation	Completed	$60,399.00	$0.00	$0.00	$0.00	$0.00	$0.00
SDE – HUPP Contract Consolidation	Completed	$83,378.52	$0.00	$0.00	$0.00	$0.00	$0.00
SDE – Printer Consolidation Phase 2*	Completed	$5,246.69	$0.00	$0.00	$0.00	$0.00	$0.00
SDE Scantron Contract Consolidation	Completed	$147,575.40	$147,575.40	$0.00	$0.00	$0.00	$0.00
SDE – GED Lifelong Scoring	Completed	$5,838.00	$0.00	$0.00	$0.00	$0.00	$0.00
Security as a Service – Phase I	Completed	$723,797.67	$0.00	$0.00	$0.00	$0.00	$0.00
Statewide Mainframe Consolidation	Completed	$3,778,929.00	$0.00	$0.00	$0.00	$0.00	$0.00
Tax Commission Network Unification	Completed	$1,328,331.00	$1,328,331.00	$1,328,331.00	$1,328,331.00	$1,328,331.00	$0.00
Uniform Crime Report	Completed	$1,107.00	$0.00	$0.00	$0.00	$0.00	$0.00
Used Motor Vehicles Commission IT Unification	Completed	$63,516.00	$63,516.00	$0.00	$0.00	$0.00	$0.00
Vet Board IT Consolidation	Completed	($3,904.00)	$0.00	$0.00	$0.00	$0.00	$0.00

Agency Name	Status	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Virtual Technology Storage	Completed	$617,826.04	$0.00	$0.00	$0.00	$0.00	$0.00
Water Resources Board IT Unification	Completed	$117,944.34	$117,944.34	$117,944.34	$117,944.34	$117,944.34	$0.00
Wave Contract Consolidation	Completed	$322,250.00	$322,250.00	$322,250.00	$0.00	$0.00	$0.00
Wheat Commission IT Consolidation	Completed	($1,901.96)	$0.00	$0.00	$0.00	$0.00	$0.00
Will Rogers Memorial Commission IT Unification	Completed	$600.00	$600.00	$600.00	$600.00	$600.00	$0.00
Workers Compensation Commission IT Unification	Completed	$37,241.03	$37,241.03	$37,241.03	$37,241.03	$37,241.03	$0.00
Board Member Tracking Application	Completed	($9,216.64)	$3,547.32	$3,494.17	$3,439.43	$3,383.04	$3,324.96
DHS Enterprise Videoconferencing Phase II	Completed	($130,940.04)	$499,139.96	$499,139.96	$499,139.96	$499,139.96	$499,139.96
Department of Veterans Affairs Physical Move	Completed	$0.00	$125,423.64	$125,423.64	$125,423.64	$125,423.64	$125,423.64
ODOT Printer Replacement	Completed	$15,000.00	$100,000.00	$100,000.00	$100,000.00	$100,000.00	$0.00
DMH Conversion to MPLS	Completed	$685,232.00	$790,040.28	$790,040.28	$790,040.28	$790,040.28	$790,040.28
Total Annual Savings		**$36,468,576.32**	**$28,237,332.20**	**$20,055,648.48**	**$19,064,342.60**	**$16,219,056.55**	**$1,417,928.84**
Sum of FY 2010-2017	**$298,212,354**						
Savings Over Six Years[1]	**$407,962,465**						

Notes: [1]Sum of FY 2010-2017 plus NPV of savings achieved in FY 2018-2023

*Vendor and/or Employee Cost Savings Idea

**New reporting now available as a result of performance-informed budgeting.

NPV Methodology – https://hbr.org/2014/11/a-refresher-on-net-present-value

Cost-Savings/Avoidance Methodology Recommended by Capgemini and validated by Crawford & Associates.

Cost Avoidance – Projects

Project Name	Status	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
SSL Certificate Savings	Completed	$0	$0	$0	$0	$0	$0
ISD Procurement	Completed	$0	$0	$0	$0	$0	$0
Microsoft Enterprise Agreement – FY 2012	Completed	$0	$0	$0	$0	$0	$0
Microsoft EES Statewide Contract	Completed	$1,139,031	$0	$0	$0	$0	$0
Health Network Consolidation	Completed	$1,437,628	$0	$0	$0	$0	$0
Oracle Technology/ Security Enterprise Agreement	Completed	$766,910	$766,910	$0	$0	$0	$0
DHS PC Refresh Lease	Completed	$5,819,220	$5,819,220	$0	$0	$0	$0
DoC Stabilization Efforts	Completed	$100,318	$100,318	$100,318	$0	$0	$0
Oracle Cloud Enterprise Agreement	Completed	$124,189	$124,189	$124,189	$0	$0	$0
Adobe Enterprise Agreement	Completed	($167,000)	($167,000)	($167,000)	($167,000)	$0	$0
DoC OUSF Funding	Completed	$1,316,256	$1,316,256	$1,316,256	$1,316,256	$0	$0
ODOT PC Lease	Completed	($332,982)	($332,982)	($332,982)	($332,982)	$0	$0
DoC PC Sub-Lease	Completed	$4,905	$4,905	$4,905	$4,905	$4,905	$0
Legacy Voice Optimization	Completed	$424,230	$424,230	$424,230	$424,230	$424,230	$0
eDiscovery Open Records Request Software	Completed	$1,886,573	$1,886,573	$1,886,573	$1,886,573	$1,886,573	$0
Workstation Acquisition Standard	Completed	$1,898,247	$1,898,247	$1,898,247	$1,898,247	$1,898,247	$0
OSDH PC Lease	Completed	$2,796,117	$2,796,117	$2,796,117	$2,796,117	$2,796,117	$0
Microsoft Enterprise Agreement – FY 2017	Completed	$5,300,653	$5,300,653	$5,300,653	$5,300,653	$5,300,653	$0
Mainframe Emulation Transformation	Completed	$10,301,923	$10,301,923	$10,301,923	$10,301,923	$10,301,923	$0
Total Annual Savings		**$32,816,218**	**$30,239,559**	**$23,653,429**	**$23,428,922**	**$22,612,648**	**$0**
Sum of FY 2012-17	**$54,534,326**						
Savings Over Six Years[1]	**$173,687,455**						

Notes: [1]Sum of FY 2012-17 plus NPV of savings achieved in FY 2018-23

Cost Avoidance – Purchasing

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Total Annual IT Contract Savings	$18,746,985	$26,463,196	$35,146,666	$36,736,079	$45,762,620	$50,069,173	$38,785,874

Savings Over Six Years[1]	**$251,710,593**
Total Cost Savings and Avoidance	**$833,360,512**

Notes: [1]Actual savings in FY 2012-2018 as reported in the annual OMES Procurement Cost Savings Report.

Who do we serve as the technology provider for state government?

OMES Information Services is focused on providing unified technology services, support and consulting for 110 state government agencies and several affiliate organizations, and by extension Oklahoma citizens. There are more than 34,000 state government employees and over 31,000 affiliate customers who need and use our core technology services such as phone, email, server and network connectivity daily.

That is a big technology footprint and one we have grown to lead and support. From agriculture to tourism, health and education, OMES is instrumental in helping every state agency meet their critical missions through the use of our technology services.

How did state government employees become our customers?

We have to go back to 2011, when our legislators had the foresight to create the Information Technology Consolidation and Coordination Act to reduce duplicative technology systems and provide shared technology services in Oklahoma state government.

From 2011 to 2017, we unified the information technology functions of 77 mandated agencies and 33 others voluntarily joined when they saw the buying power and efficiency they stood to gain.

Oklahoma is nationally recognized as one of the most impressive state technology unifications for both its breadth and savings impact of a forecasted $833 million from FY 2010-2023. View the FY 2010-2023 Unification Cost Savings and Avoidance table for detailed information.

> **"I am honored to serve our 65,000 customers and be instrumental in helping Oklahoma state government meet critical missions for our citizens. Oklahoma has one of the most impressive state technology unifications for both its breadth and its savings impact of a forecasted $833 million from FY 2010-2023."**
>
> *– Bo Reese, Oklahoma Chief Information Officer*

Overview

Our state government customers can be separated into affiliate organizations, which include higher education, K-12 school districts, tribal organizations and local government and three branches of government: legislative, judicial and executive.[1]

The legislative branch creates the laws of Oklahoma and consists of the Senate and the House of Representatives. The judicial branch interprets the state's laws and constitution and is headed by the Supreme Court and is comprised of Workers' Compensation Court of Existing Claims, the Court of Criminal Appeals and District Courts.[2]

Executive is the branch that executes the laws of Oklahoma and consists of over 110 state agencies, boards and commissions. With the exception of the independent constitutional executive offices, the executive branch is organized into agencies that are grouped together under cabinet positions to reduce the number of people who report directly to the governor.[3]

The Health and Human Services cabinet comprises the largest amount of our customer base with more than 33 percent and the safety and security cabinet at a close second with 23 percent of the 34,000 state agency employees.

Percentage of Employees per Cabinet
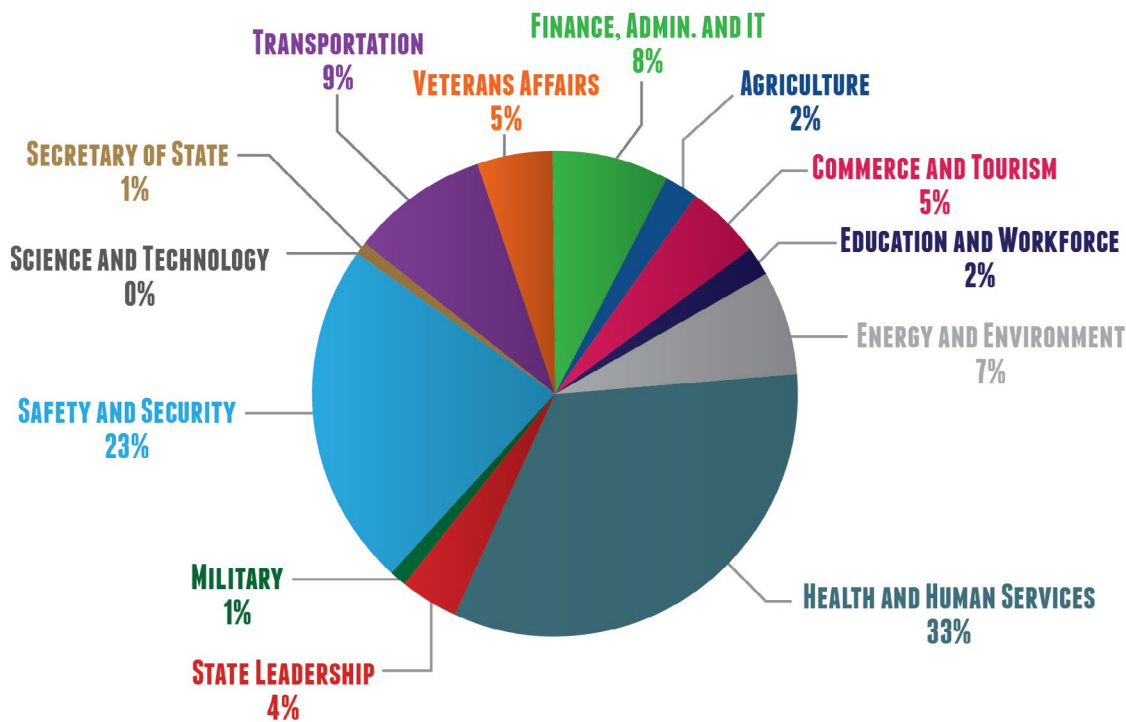
Employees per Cabinet			
State Leadership	1244	Military	328
Agriculture	423	Safety and Security	7989
Commerce and Tourism	1602	Science and Technology	22
Education and Workforce	693	Secretary of State	161
Energy and Environment	2149	Transportation	2893
Finance, Admin and IT	2617	Veterans Affairs	1990
Health and Human Services	12693		
ALL	**34804**		

Technology Disruptions and Service Requests

When one of our customers call the OMES Service Desk with a request or to report a technology disruption, a ticket is created and assigned to one of several categories each with its own service level agreement, which measures service delivery time and successful resolution.

The OMES Service Desk and Customer Care team attempt to resolve tickets that come through the various channels, such as phone, email and self-service. If they are unable to resolve the technology disruption or service request then the customer's case is routed to one of our 11 service delivery teams via an online customer relationship management tool.

The completion of the incident or request is successful or not based on resolving the case and meeting the turnaround time as outlined by a service level agreement. The customer can also voluntarily complete a customer satisfaction report. Both the SLA and customer satisfaction report for each team are important measures for quality and success for the services we provide our customers.
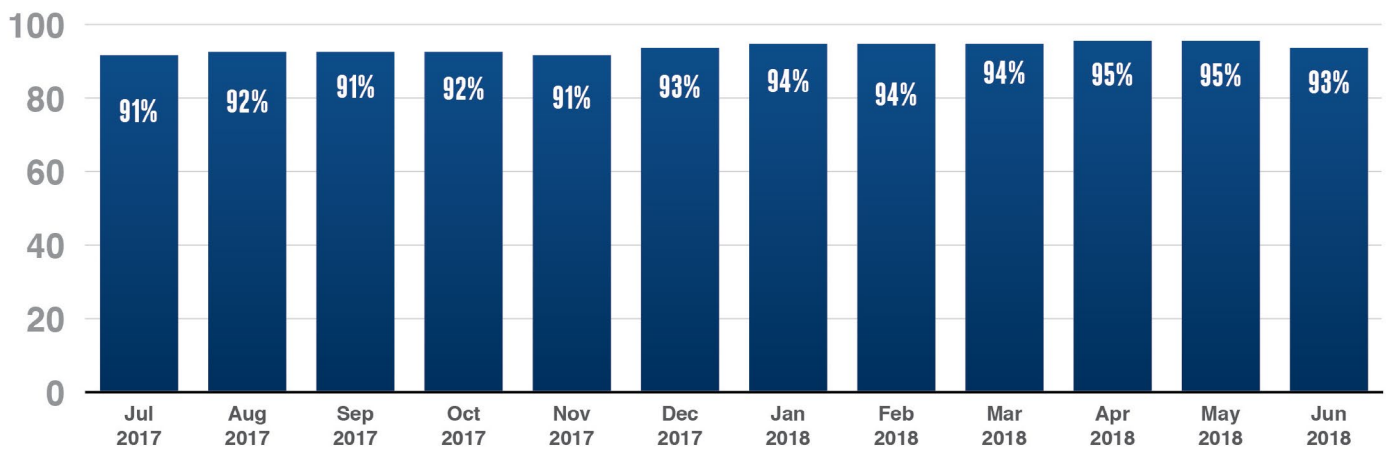
Whether a state agency or an affiliate organization, our customer's technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 93 percent during FY 2018. Only 7 percent of cases did not meet SLA time and resolution.
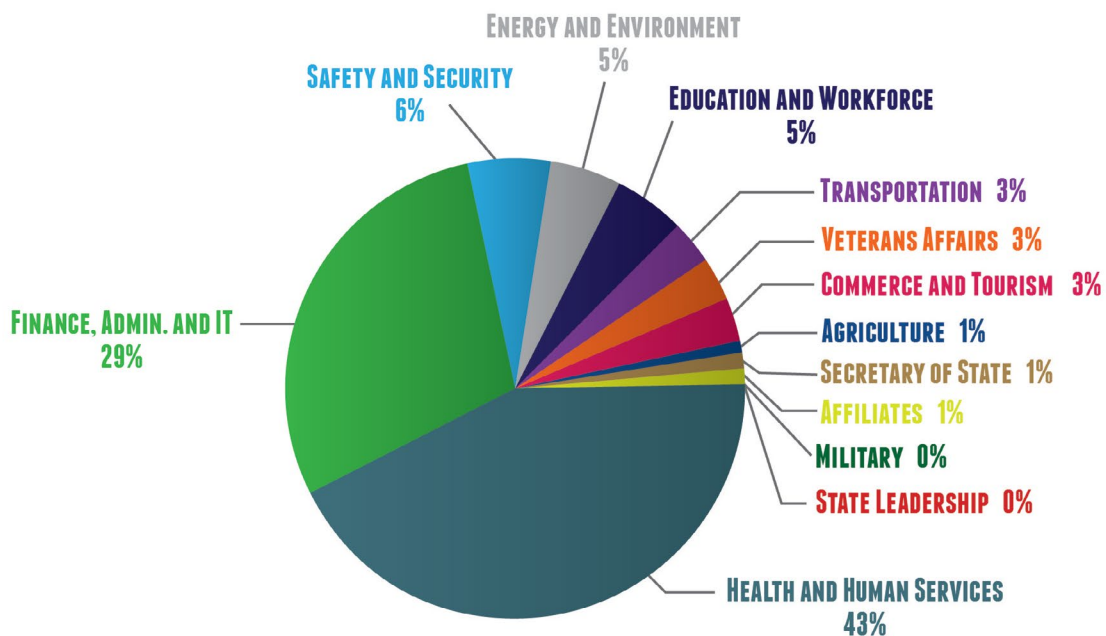
> **"The OMES team was able to resolve 330,000 technology disruptions and service requests on time and with a successful resolution at an average rate of 93 percent during FY 2018 for our 65,000 customers."**
>
> *– Matt Singleton, OMES IS Chief Operations and Accountability Officer*

SLA Success By Month

Month	Success
Jul 2017	91%
Aug 2017	92%
Sep 2017	91%
Oct 2017	92%
Nov 2017	91%
Dec 2017	93%
Jan 2018	94%
Feb 2018	94%
Mar 2018	94%
Apr 2018	95%
May 2018	95%
Jun 2018	93%

Percentage of Technology Requests by Cabinet FY 2018

- Energy and Environment 5%
- Safety and Security 6%
- Education and Workforce 5%
- Transportation 3%
- Veterans Affairs 3%
- Commerce and Tourism 3%
- Agriculture 1%
- Secretary of State 1%
- Affiliates 1%
- Military 0%
- State Leadership 0%
- Finance, Admin. and IT 29%
- Health and Human Services 43%

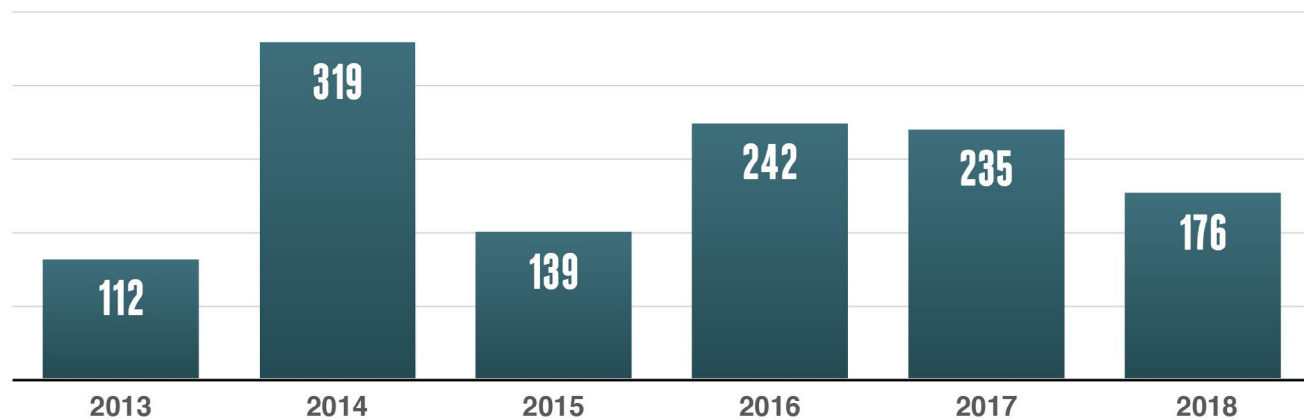## IT Projects and Enhancements

From July 1, 2012, to June 30, 2018, approximately 2,689 technology projects and enhancements were completed for our state agency customers. Technology projects are created when a customer needs a complex technology update or resolution requiring a new service or updating an outdated or ineffective technology product or service.

A technology enhancement is created when a current product or service needs to be updated or corrected to improve its function for a customer. Typically, enhancements can be completed in a shorter amount of time than a project and fixed by an OMES IS employee specialized in that technology area.

Completed IT Projects FY 2013-18

2013	2014	2015	2016	2017	2018
191	297	255	264	268	191
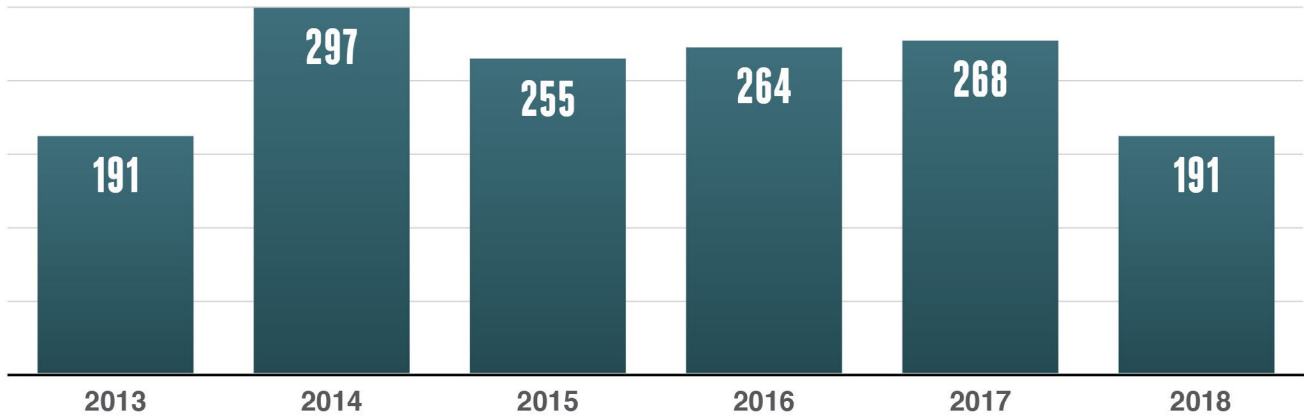
Completed IT Enhancements FY 2013-18

2013	2014	2015	2016	2017	2018
112	319	139	242	235	176

Applications

Technology applications are designed to help our customers perform an activity and in state government there are numerous apps created for internal purposes or citizen facing – anything from an Excel spreadsheet to an Access database to a mobile app.

Our diverse customer base creates a wide-range of applications including: conventional applications, web and mobile applications, enterprise applications and public safety applications.

As with many states across the nation, Oklahoma is no different in that it faces a large amount of technology debt incurred by our legacy applications. To help modernize our state government applications, our applications services team continues to focus and develop greater knowledge in areas such as web and mobile development, custom applications, commercial off-the-shelf applications, legacy applications and enterprise applications. Read the Technology Debt article on page 4 of this report for more information.

Customer Satisfaction

Customer satisfaction surveys are sent out to our customers once a case for a service disruption or request has been resolved. Of the approximate 330,000 technology disruptions and service requests resolved in FY 2018, 41,000 customer satisfaction surveys were completed. At 12 percent, this falls in the national average response rate of 10 to 15 percent for external customer surveys.[4] Overall, our customers were satisfied at an average rate of 94 percent during FY 2018 with only 2 percent not satisfied.

Customer Satisfaction Rating FY 2018

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

83%
11%
4%
1%
1%
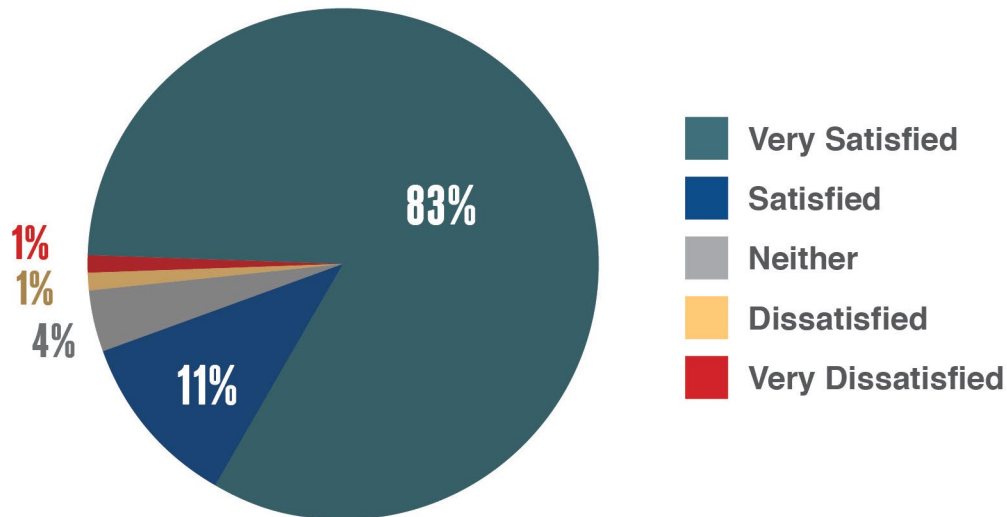
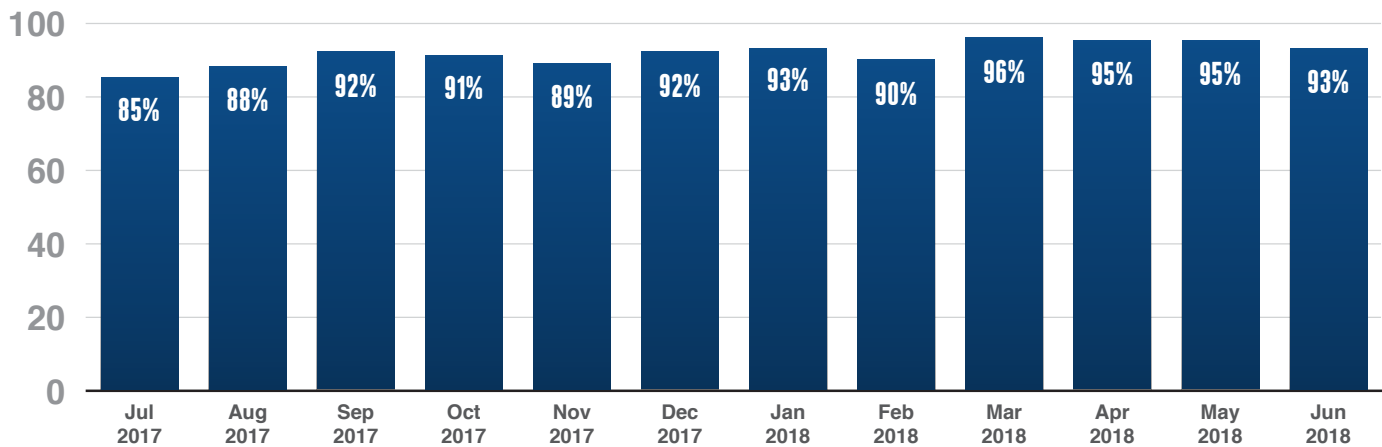1, 2, 3 - Government of Oklahoma

4 – What's a good survey response rate?

Affiliate Organizations

Affiliate organizations include higher education, K-12 school districts, tribal organizations and local government such as cities and counties. There are approximately 31,000 higher education employees and thousands more estimated in K-12 school districts and our cities and counties. Affiliate organizations carry the important task of providing city and county public services and quality education to all Oklahoma citizens.

Technology Disruptions and Service Requests

Affiliate technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 91 percent during FY 2018. Only 9 percent of cases did not meet SLA time and resolution. With a total of 2,432 cases created, our affiliate customers comprise 1 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

Month	Value
Jul 2017	85%
Aug 2017	88%
Sep 2017	92%
Oct 2017	91%
Nov 2017	89%
Dec 2017	92%
Jan 2018	93%
Feb 2018	90%
Mar 2018	96%
Apr 2018	95%
May 2018	95%
Jun 2018	93%

Projects completed FY 2013-2018

From FY 2013-2018, 17 affiliate projects were finalized. Comprising 1 percent of the 1,466 completed, our affiliate customer projects included office moves, network connectivity and fiber installations.

Completed IT Projects FY 2013-18

Year	Projects
2013	3
2014	2
2015	1
2016	4
2017	7
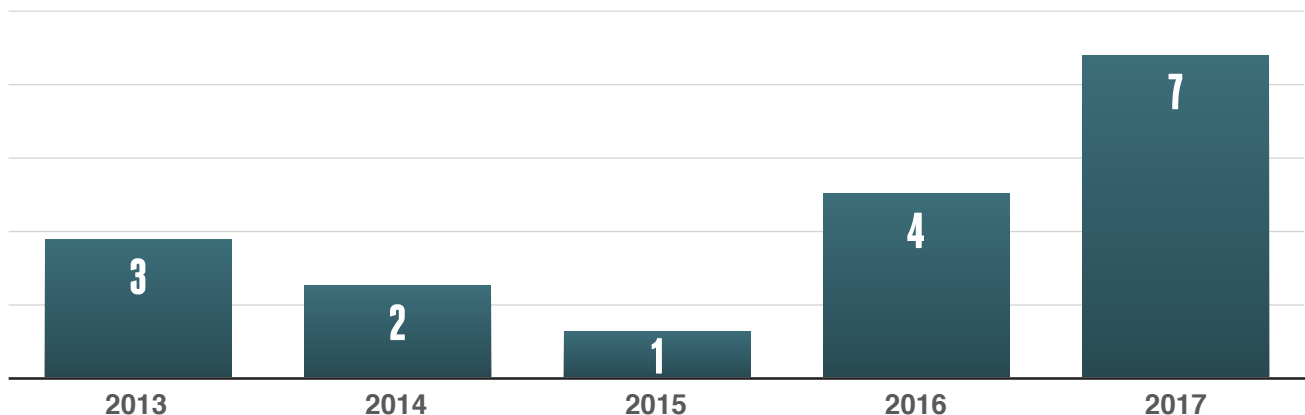
Customer Satisfaction FY 2018

Affiliate customers comprise 1 percent of the 41,000 customer satisfaction surveys completed in FY 2018. Affiliate customers were satisfied with their services 92 percent of the time and 5 percent were dissatisfied.

Customer Satisfaction Rating FY 2018

- Very Satisfied — 79%
- Satisfied — 13%
- Neither — 3%
- Dissatisfied — 2%
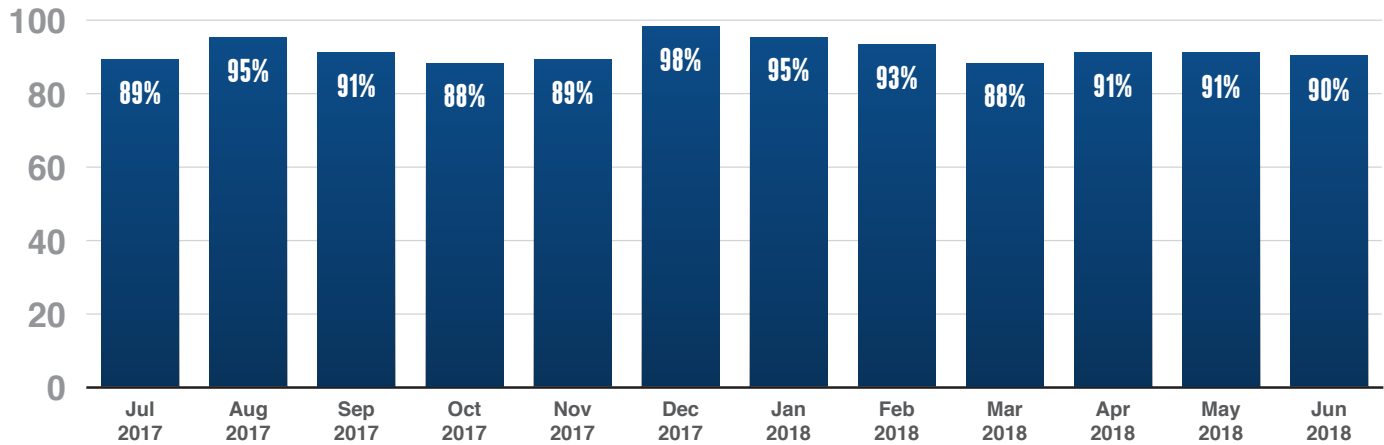- Very Dissatisfied — 2%
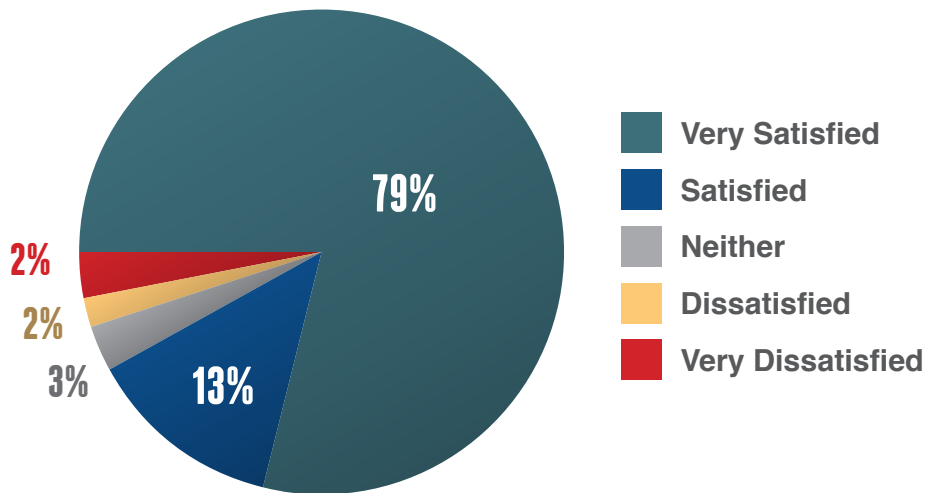
State Leadership

State leadership includes the governor, lieutenant governor, courts and other governing bodies of state government with 1,244 employees, containing 4% of our 34,000 state employee customer base. Our customers from state leadership are committed to creating, interpreting and upholding the state's laws and constitution.

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
305	Governor, Office of the	Yes	20	9
440	Lieutenant Governor, Office of the	Yes	5	4
199	Court of Criminal Appeals	Not Yet Volunteered	28	0
219	District Courts	Not Yet Volunteered	598	0
422	House of Representatives, State	Not Yet Volunteered	224	0
423	Legislative Service Bureau	Not Yet Volunteered	6	0
421	Senate, State	Not Yet Volunteered	159	0
677	Supreme Court	Not Yet Volunteered	178	0
369	Workers' Compensation Court of Existing Claims	Yes	27	8

Technology Disruptions and Service Requests

State leadership technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 91 percent during FY 2018. Only 9 percent of cases did not meet SLA time and resolution. With a total of 1,230 cases created, our state leadership customers comprise less than 1 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

Month	Value
Jul 2017	89%
Aug 2017	95%
Sep 2017	91%
Oct 2017	88%
Nov 2017	89%
Dec 2017	98%
Jan 2018	95%
Feb 2018	93%
Mar 2018	88%
Apr 2018	91%
May 2018	91%
Jun 2018	90%

Projects completed FY 2013-2018

From FY 2013-2018, five legislative and judicial technology projects were finalized. Comprising less than 1 percent of the 1,466 completed, our state leadership customer projects range from Wi-Fi installation, website redesign, data analytics and the Capitol Restoration Project.

Completed IT Projects FY 2013-18

Year	Projects
2014	1
2017	2
2018	2
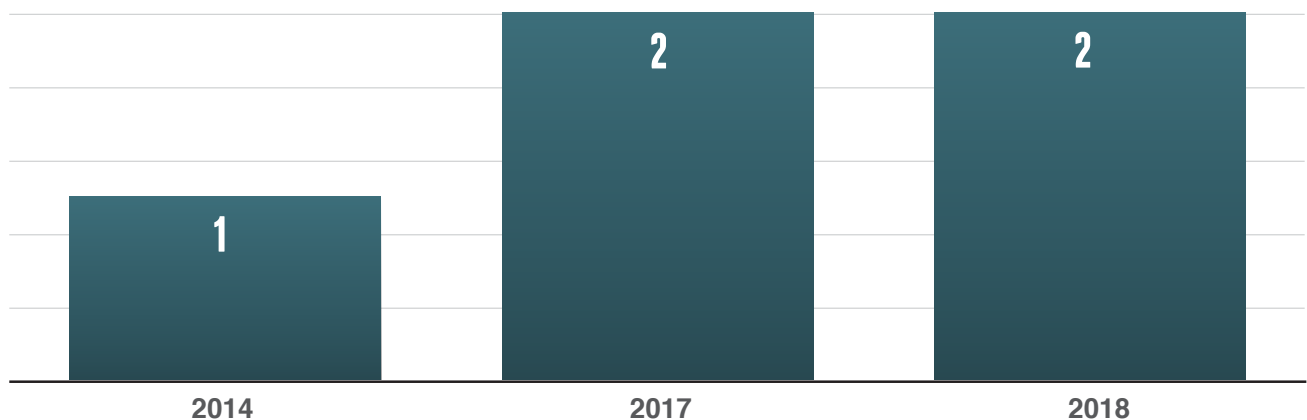
Customer Satisfaction FY 2018

State leadership customers comprise less than 1 percent of 41,000 customer satisfaction surveys completed in FY 2018. State leadership customers were satisfied with their services 95 percent of the time and 3 percent were dissatisfied.

Customer Satisfaction Rating FY 2018

- **Very Satisfied** — 82%
- **Satisfied** — 13%
- **Neither** — 2%
- **Dissatisfied** — 2%
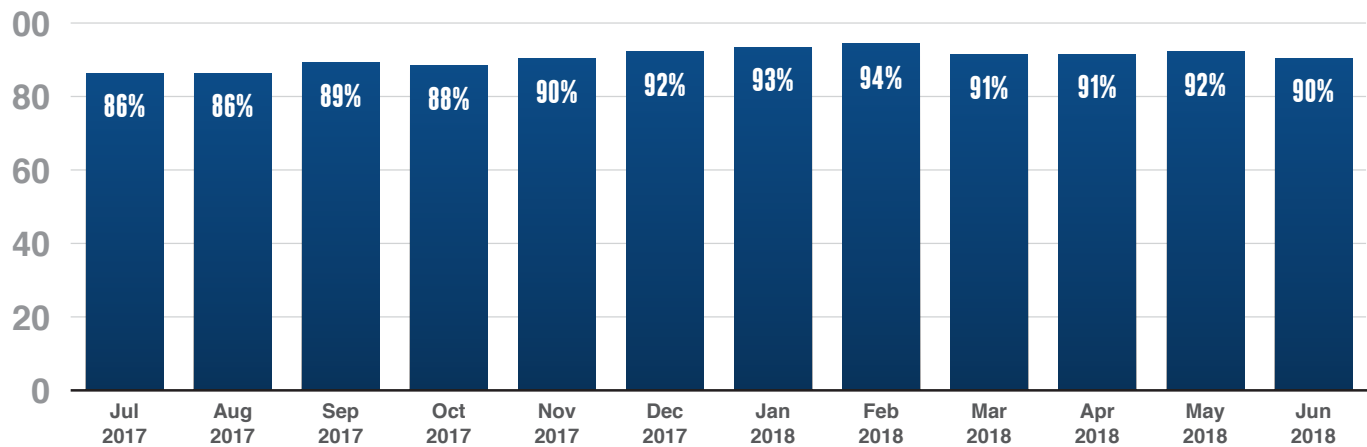- **Very Dissatisfied** — 1%
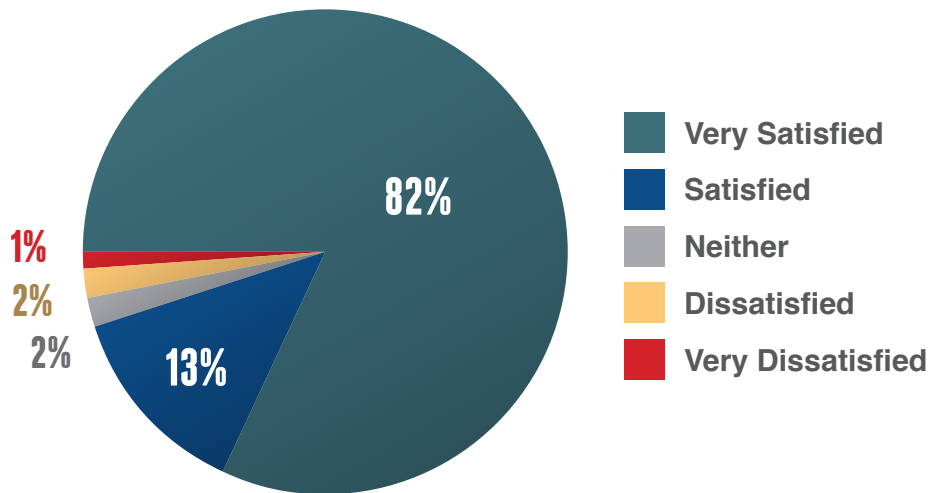
Secretary of State

The Secretary of state cabinet includes nine different organizations with 161 employees, containing less than 1 percent of our 34,000 state employee customer base. Our customers from the secretary of state cabinet are committed to administering, regulating and supervising activities related to professional licensing, ethics and research services that are essential for Oklahoma citizens, businesses and state government agencies.

	Agency Name and Number	Unification Status	Number of Employees	Number of IT Applications
45	Architects, Landscape Architects and Registered Interior Designers of Oklahoma, Board of Governors of the Licensed	Yes	3	4
270	Election Board, State	Deferred	21	3
570	Engineers and Land Surveyors, State Board of Licensure for Professional	Yes	9	6
296	Ethics Commission	Yes	7	5
678	Judicial Complaints, Council on	Yes	2	2
430	Libraries, Oklahoma Department of	Yes	35	6
588	Real Estate Commission, Oklahoma	Yes	13	4
625	Secretary of State, Office of	Not Yet Volunteered	30	0
865	Worker's Compensation Commission, Oklahoma	Yes	41	12

Technology Disruptions and Service Requests

Secretary of state technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 90 percent during FY 2018. Only 10 percent of cases did not meet SLA time and resolution. With a total of 3,677 cases created, our secretary of state customers comprise 1 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
	86%	86%	89%	88%	90%	92%	93%	94%	91%	91%	92%	90%

Projects completed FY 2013-2018

From FY 2013-2018, 32 secretary of state cabinet technology projects were finalized. Comprising 2 percent of the total 1,466 completed, our secretary of state cabinet projects included website redesign, technology unification by agency, desktop and laptop replacement, office moves, phone system updates, Ethics Commission registration system, WorldShare catalog conversion, Literacy Tracker update, licensing update and copier update.

Completed IT Projects FY 2013-18

| 2013	2014	2015	2016	2017	2018
2	8	6	2	9	5
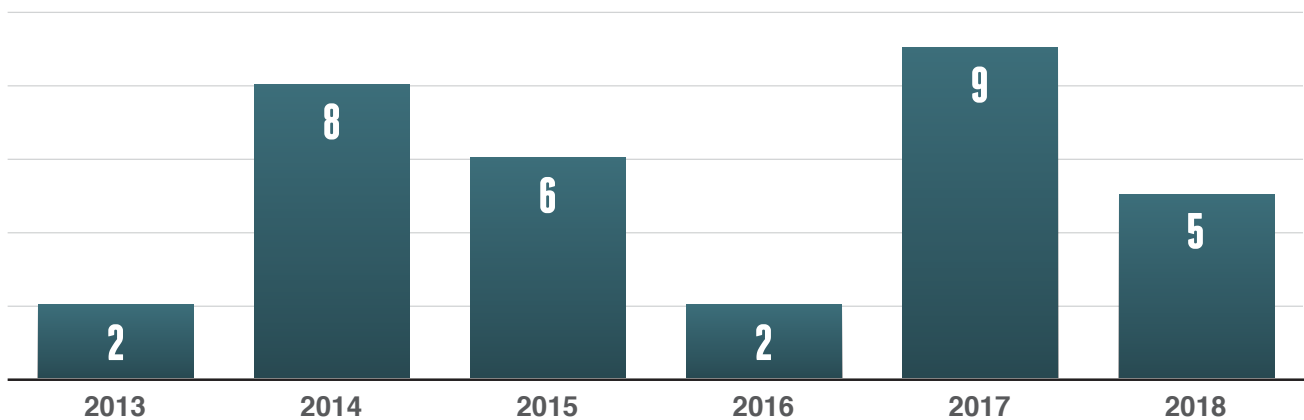
Customer Satisfaction FY 2018

The secretary of state cabinet comprise 1 percent of 41,000 customer satisfaction surveys completed in FY 2018. Secretary of state cabinet customers were satisfied with their services 94 percent of the time and 3 percent were dissatisfied.

Customer Satisfaction Rating FY 2018

86%
2%
1%
3%
8%

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
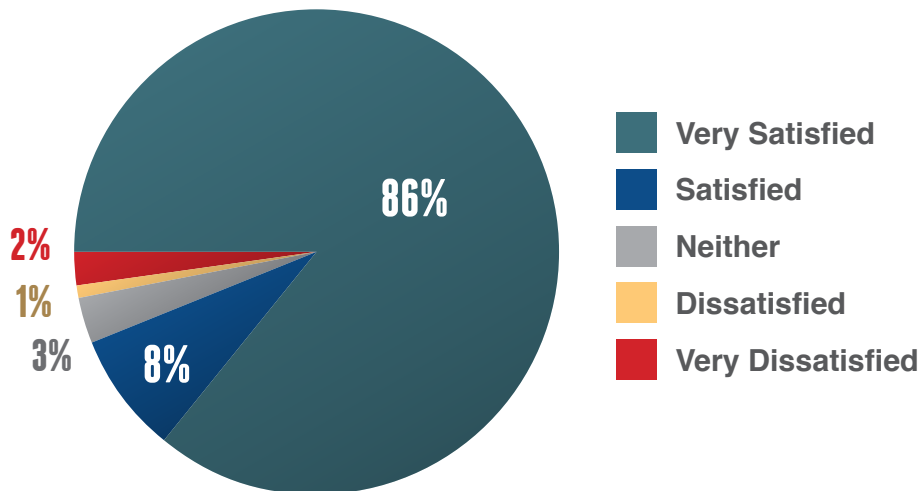
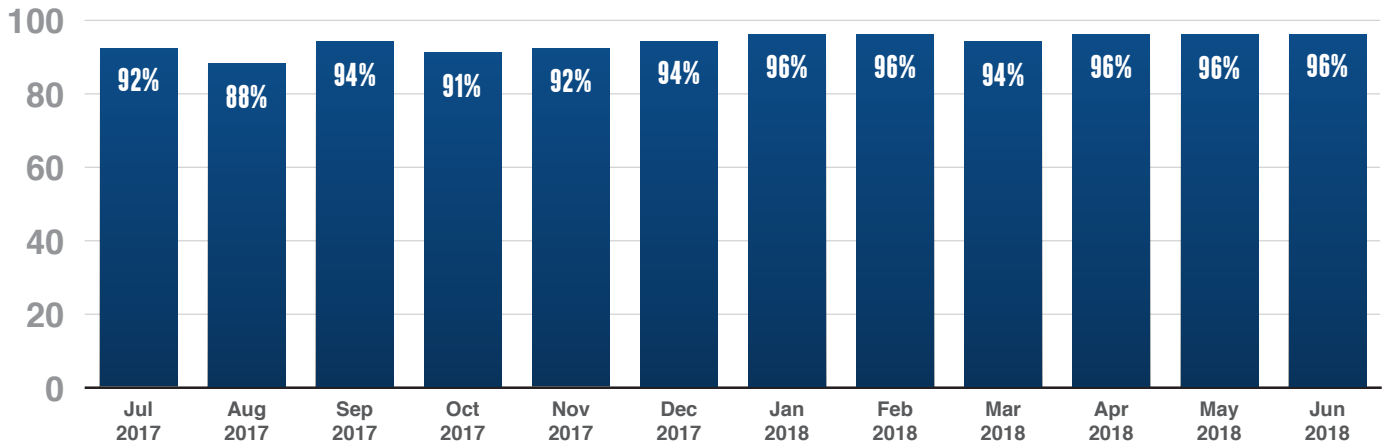# Executive Branch Cabinets

Agriculture

The agriculture cabinet includes five different organizations with 423 employees, containing 2 percent of our 34,000 state employee customer base. Our commerce and tourism customers are committed to conserving, enhancing and protecting Oklahoma's food, forestry and agriculture needs.

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
39	Boll Weevil Eradication Organization, Oklahoma	Yes	4	0
40	Agriculture, Food and Forestry, Department of	Yes	343	30
353	Horse Racing Commission, Oklahoma	Yes	28	3
645	Conservation Commission, Oklahoma	Yes	45	3
790	Veterinary Medical Examiners, Board of	Yes	4	3

Technology Disruptions and Service Requests

Agriculture technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 94 percent during FY 2018. Only 6 percent of cases did not meet SLA time and resolution. With a total of 3,704 cases created, our agriculture customers comprise 1 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
SLA Success	92%	88%	94%	91%	92%	94%	96%	96%	94%	96%	96%	96%

Projects completed FY 2013-2018

From FY 2013-2018, 27 agriculture technology projects were finalized. Comprising 2 percent of the 1,466 completed, our agriculture customer projects consisted of technology unification by agency projects, scrap metal licensing program, audit software, printer optimization and pet shelter licensing program.

Completed IT Projects FY 2013-18

2013	2014	2015	2017	2018
8	12	2	3	2
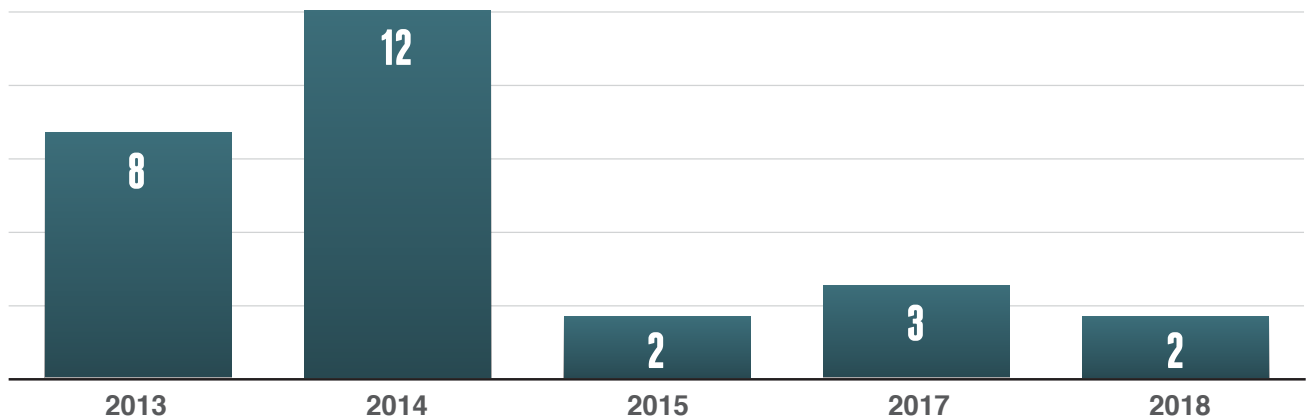
Customer Satisfaction FY 2018

Agriculture customers comprise 1 percent of 41,000 customer satisfaction surveys completed in FY 2018. Agriculture customers were satisfied with their services 95 percent of the time and 2 percent were dissatisfied.

Customer Satisfaction Rating FY 2018

- **Very Satisfied** — 85%
- **Satisfied** — 10%
- **Neither** — 3%
- **Dissatisfied** — 1%
- **Very Dissatisfied** — 1%
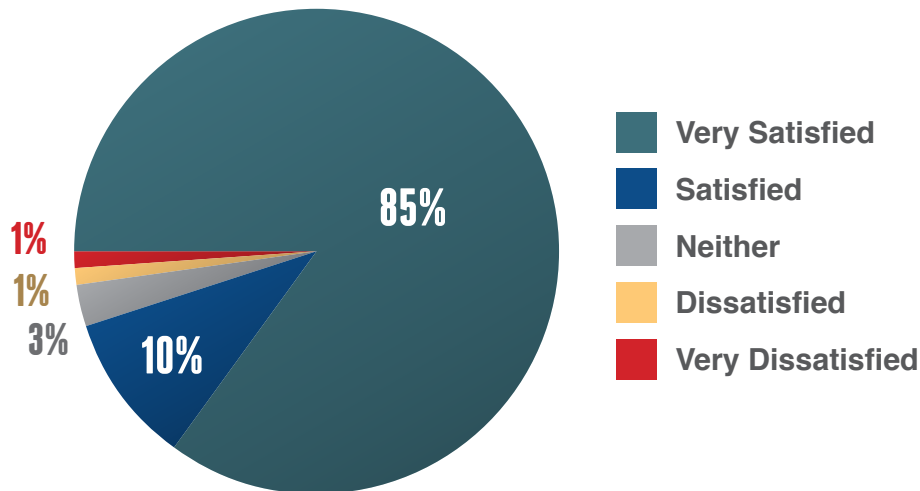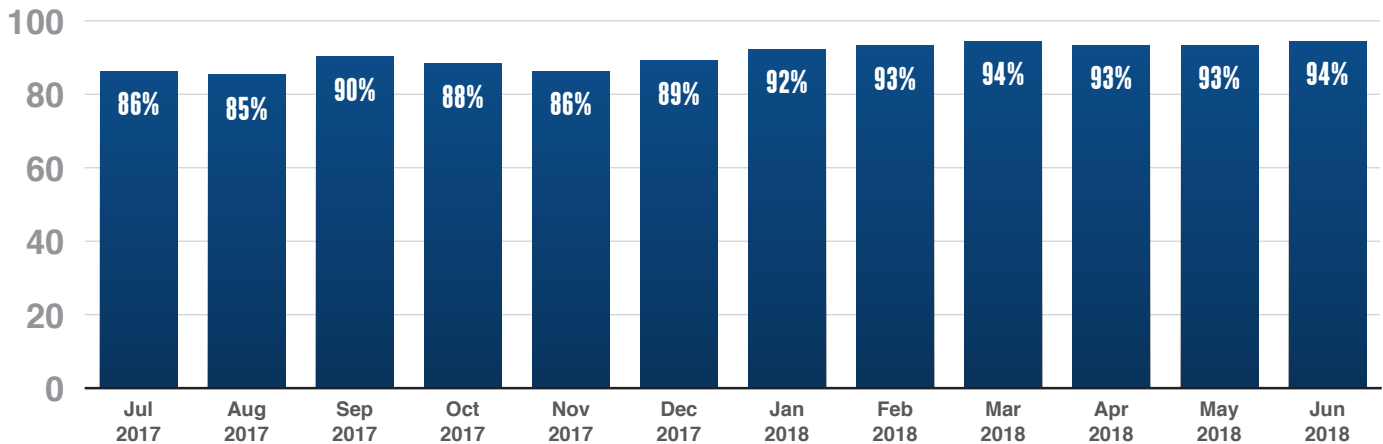
Commerce and Tourism

The commerce and tourism cabinet includes 13 different organizations with 1,602 employees, containing 5 percent of our 34,000 state employee customer base. Our commerce and tourism customers are committed to conserving, enhancing and protecting Oklahoma's food, forestry and agriculture needs.

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
55	Arts Council, Oklahoma	Yes	14	3
160	Commerce, Oklahoma Department of	Yes	102	10
290	Employment Security Commission, Oklahoma	Not Yet Volunteered	558	5
370	Finance Authority, Oklahoma Industrial	Yes	5	0
350	Historical Society, Oklahoma	Yes	128	11
922	Housing Finance Authority	Not Yet Volunteered	97	2
204	J.M. Davis Memorial Commission	Yes	4	0
405	Labor, Department of	Yes	75	6
361	Native American Cultural and Education Authority	Yes	0	0
620	Quartz Mountain Arts and Conference Center and Nature Park, Board of Trustees for	Not Yet Volunteered	50	0
568	Scenic Rivers Commission, Oklahoma	Yes	0	2
566	Tourism and Recreation Department, Oklahoma	Yes	568	38

Technology Disruptions and Service Requests

Commerce and tourism technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 90 percent during FY 2018. Only 10 percent of cases did not meet SLA time and resolution. With a total of 8,672 cases created, our commerce and tourism customers comprise 3 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

Month	SLA Success
Jul 2017	86%
Aug 2017	85%
Sep 2017	90%
Oct 2017	88%
Nov 2017	86%
Dec 2017	89%
Jan 2018	92%
Feb 2018	93%
Mar 2018	94%
Apr 2018	93%
May 2018	93%
Jun 2018	94%

Projects completed FY 2013-2018

From FY 2013-2018, 53 commerce and tourism technology projects were finalized. Comprising 4 percent of the total 1,466 completed, our commerce and tourism customer projects included website redesigns, application upgrades, phone system updates, password restructure, licensing, office moves agency computer upgrades and badge replacement system.

Completed IT Projects FY 2013-18

Year	Projects
2013	12
2014	13
2015	10
2016	2
2017	7
2018	9
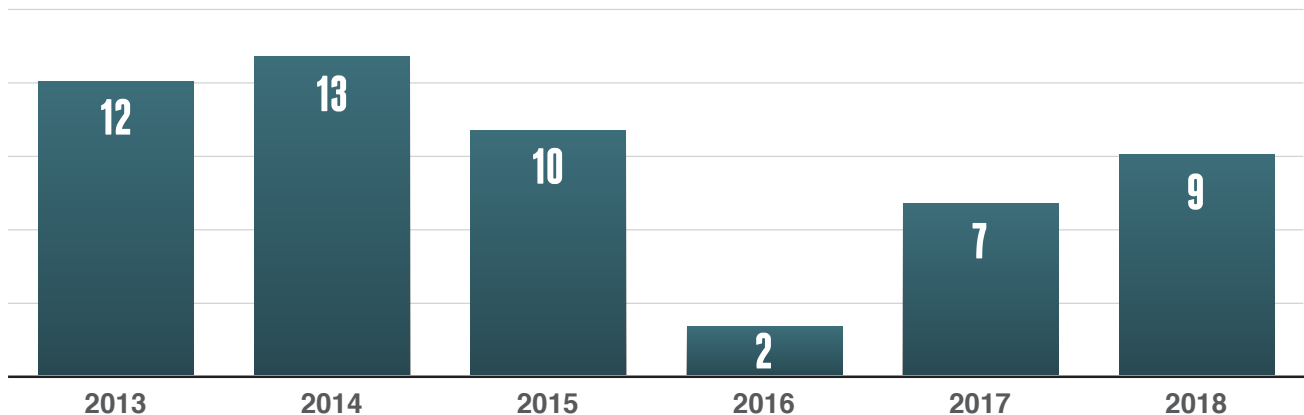
Customer Satisfaction FY 2018

Commerce and tourism customers comprise 2 percent of 41,000 customer satisfaction surveys completed in FY 2018. Commerce and tourism customers were satisfied with their services 94 percent of the time and 2 percent were dissatisfied.

Customer Satisfaction Rating FY 2018

- Very Satisfied — 84%
- Satisfied — 10%
- Neither — 4%
- Dissatisfied — 1%
- Very Dissatisfied — 1%
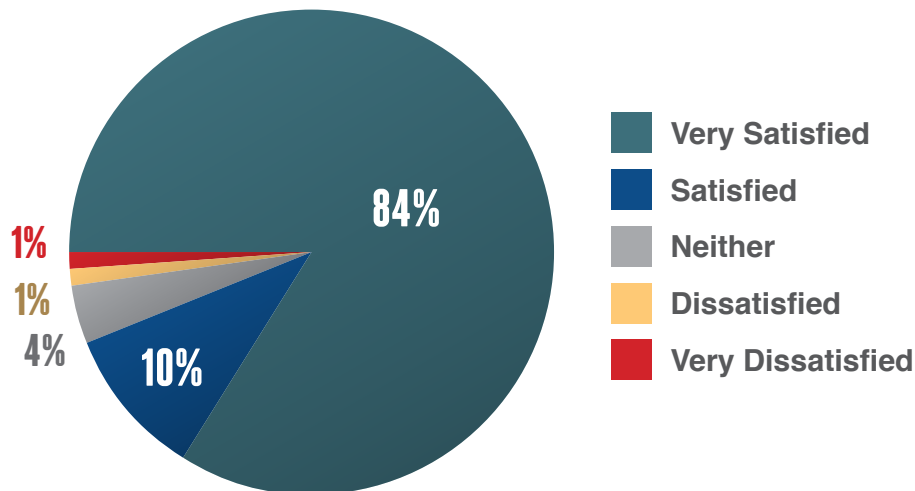
Education and Workforce Environment

The education and workforce environment cabinet includes 11 different organizations with 693 employees, containing 2 percent of our 34,000 state employee customer base. Our education and workforce environment customers are committed to provide service to Oklahoma schools, parents and students and offer leadership for education state and federal laws.

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
44	Anatomical Board of the State of Oklahoma	Yes	0	0
800	Career and Technology Education, Oklahoma Department of	Yes	226	21
275	Education Quality and Accountability, Office of	Yes	11	2
265	Education, State Department of	Yes	273	33
266	Educational Television Authority, Oklahoma	Deferred	45	0
619	Physician Manpower Training Commission	Yes	6	0
563	Private Vocational Schools, Oklahoma Board of	Yes	3	0
629	School of Science and Mathematics, Oklahoma	Yes	53	0
613	State Accrediting Agency, Oklahoma	Not Yet Volunteered	0	0
618	Student Loan Authority, Oklahoma	Not Yet Volunteered	73	0
803	Virtual Charter School Board	Yes	3	0

Technology Disruptions and Service Requests

Education and workforce environment technology disruptions and service requests were resolved on time and

with a successful resolution at an average rate of 89 percent during FY 2018. Only 11 percent of cases did not meet SLA time and resolution. With a total of 15,486 cases created, our education and workforce environment customers comprise 5 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month
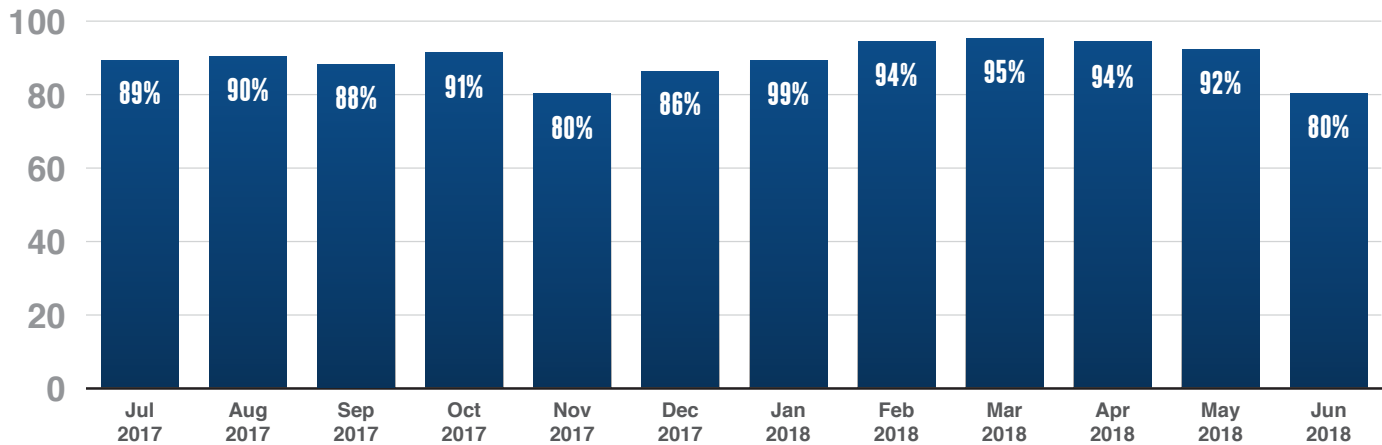
Projects completed FY 2013-2018

From FY 2013-2018, 149 education and workforce environment technology projects were finalized. Comprising 10 percent of the total 1,466 completed, our education and workforce environment customer projects included fiber and network installation for rural area school districts, desktop and laptop replacement, phone system migration and update, conference registration software update, technology unification by agency, special education training platform, migrant student information exchange application, website redesigns, technology and application enhancements and WAVE update.

Completed IT Projects FY 2013-18
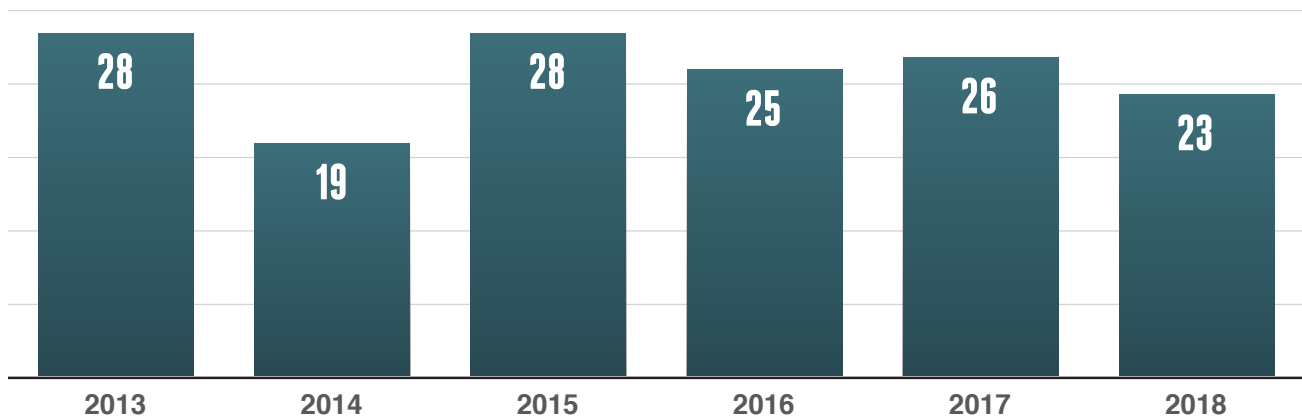
Customer Satisfaction FY 2018

Education and workforce environment customers comprise four percent of 41,000 customer satisfaction surveys completed in FY 2018. Education and workforce environment customers were satisfied with their services 90 percent of the time and six percent were dissatisfied.

Customer Satisfaction Rating FY 2018

- Very Satisfied 80%
- Satisfied 10%
- Neither 4%
- Dissatisfied 3%
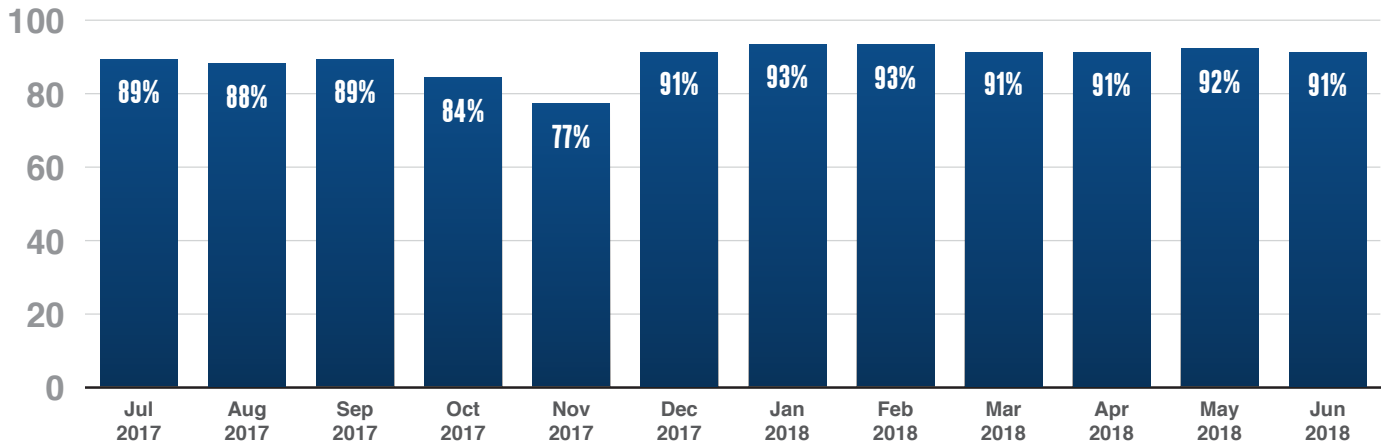- Very Dissatisfied 3%
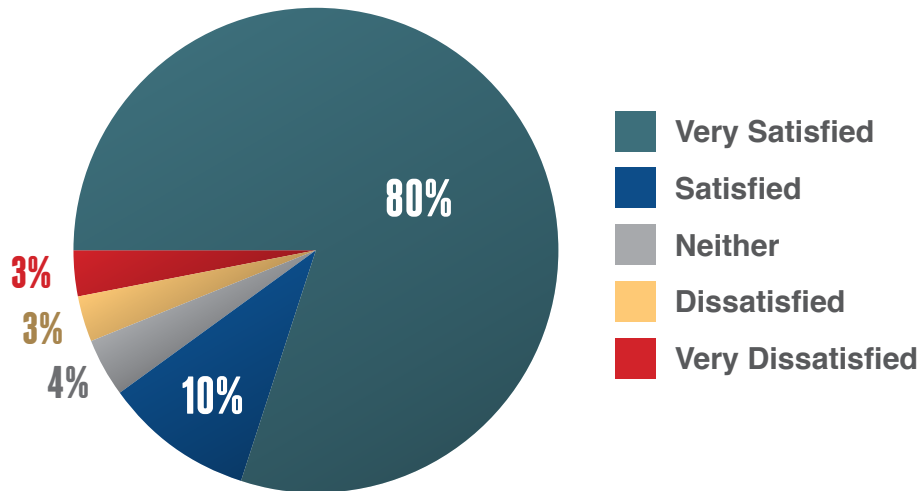
Energy and Environment

The energy and environment cabinet includes 10 different organizations with 2,149 employees, containing 6 percent of our 34,000 state employee customer base. Our energy and environment customers are committed to controlling, regulating and supervising activities related to services that are essential for public welfare such as electricity, water regulation, environmental quality, wildlife, petroleum gases and more.

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
185	Corporation Commission, Oklahoma	Yes	483	42
359	Energy Resources Board, Oklahoma	Not Yet Volunteered	0	0
292	Environmental Quality, Department of	Yes	529	63
980	Grand River Dam Authority	Not Yet Volunteered	573	0
445	Liquefied Petroleum Gas Board, Oklahoma	Yes	7	0
125	Mines, Department of	Yes	32	2
981	Municipal Power Authority, Oklahoma	Not Yet Volunteered	68	0
307	Oil Compact Commission, Interstate	Yes	5	0
835	Water Resources Board, Oklahoma	Yes	98	61
320	Wildlife Conservation, Department of	Not Yet Volunteered	354	2

Technology Disruptions and Service Requests

Energy and environment technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 89 percent during FY 2018. Only 11 percent of cases did not meet SLA time and resolution. With a total of 16,155 cases created, our energy and environment customers comprise 5 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
89%	88%	89%	84%	77%	91%	93%	93%	91%	91%	92%	91%

Projects completed FY 2013-2018

From FY 2013-2018, 86 energy and environment technology projects were finalized. Comprising 6 percent of the total 1,466 completed, our energy and environment customer projects included fiber and network installation for agencies and field offices, website redesign, technology unification by agency, cluster server upgrade, ePermitting, desktop and laptop replacement, interactive bill pay setup, manager self-service setup, groundwater monitoring system and water quality database redesign, and dam watch application services.

Completed IT Projects FY 2013-18

| 2013	2014	2015	2016	2017	2018
13	18	12	10	20	13
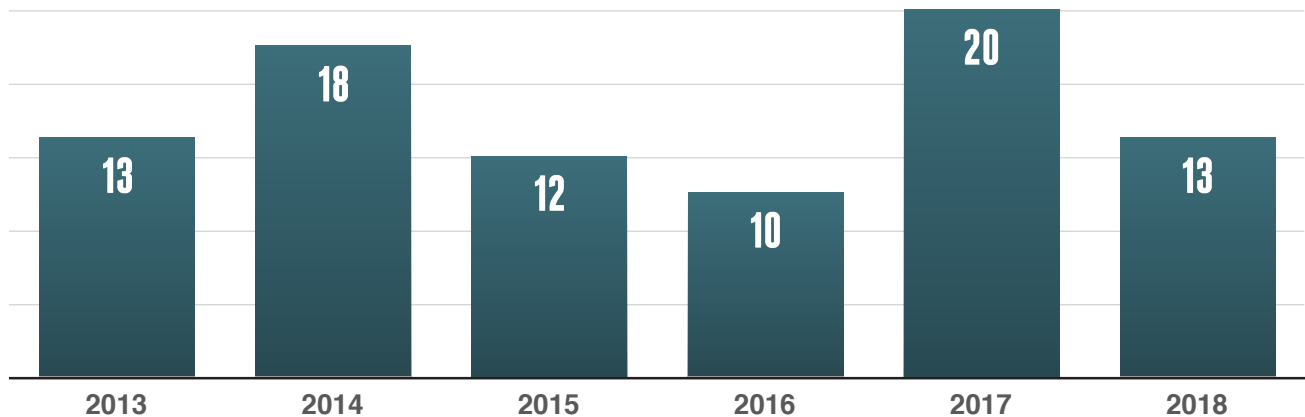
Customer Satisfaction FY 2018

Energy and environment customers comprise 5 percent of 41,000 customer satisfaction surveys completed in FY 2018. Energy and environment customers were satisfied with their services 92 percent of the time and 4 percent were dissatisfied.

Customer Satisfaction Rating FY 2018

- Very Satisfied: 77%
- Satisfied: 15%
- Neither: 4%
- Dissatisfied: 2%
- Very Dissatisfied: 2%
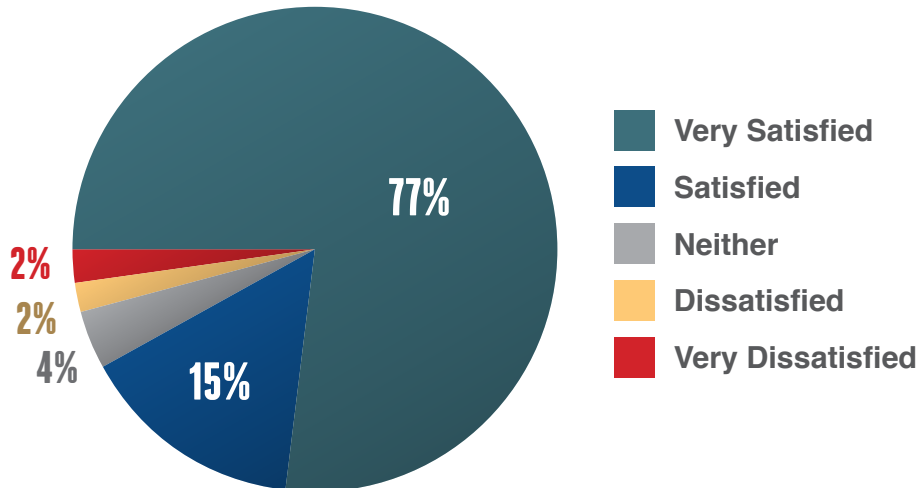
Finance, Administration and Information Technology

The finance, administration and IT cabinet includes 29 different organizations with 2,617 employees, containing 8 percent of our 34,000 state employee customer base. Our finance, administration and IT customers are committed to controlling, regulating and supervising activities related to tax compliance, fraud prevention, licensing and inspection services, information technology services and retirement services that are essential for Oklahoma businesses, its citizens and state government employees.
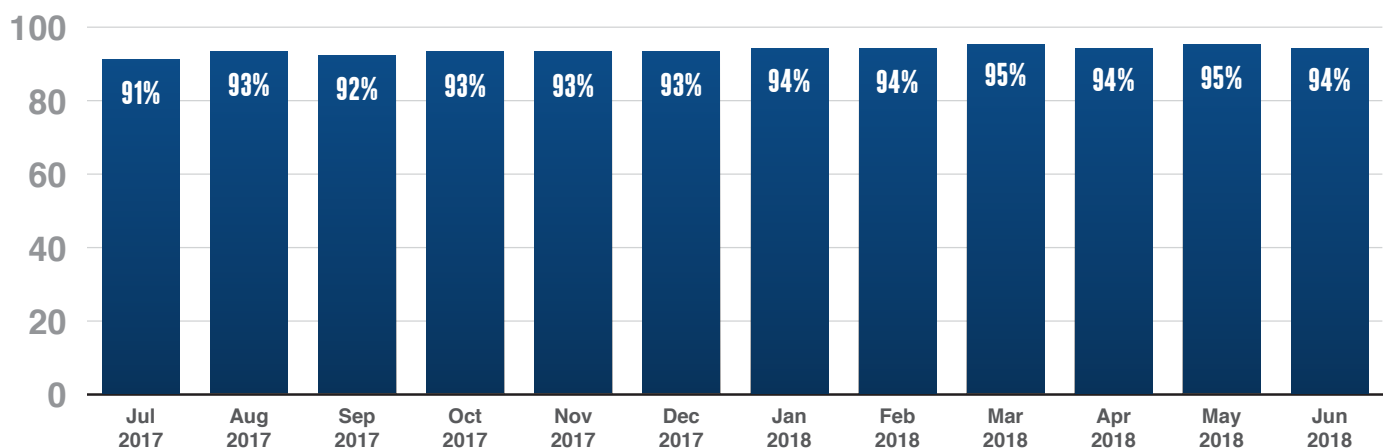
Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
22	Abstractors Board, Oklahoma	Yes	2	2
20	Accountancy Board, Oklahoma	Yes	11	2
65	Banking Department, Oklahoma State	Yes	43	2
582	Bond Advisor, Oklahoma State	Yes	3	2
91	Building Bonds Commission, Oklahoma	Yes	0	0
915	Capital Investment Board, Oklahoma	Yes	0	0
105	Capitol Improvement Authority, Oklahoma	Yes	0	0
170	Construction Industries Board	Yes	33	2
635	Consumer Credit, Commission on	Yes	36	2
900	Finance Authority, Oklahoma Development (ODFA)	Yes	0	0
315	Firefighters Pension and Retirement System, Oklahoma	Not Yet Volunteered	11	3
385	Insurance Department	Not Yet Volunteered	118	7
410	Land Office, Commissioners of the	Deferred	64	2
416	Law Enforcement Retirement System, Oklahoma	Not Yet Volunteered	5	0
435	Lottery Commission	Not Yet Volunteered	28	0

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
90	Management and Enterprise Services, Office of	Yes	1245	87
298	Merit Protection Commission	Yes	3	3
475	Motor Vehicle Commission, Oklahoma	Yes	4	3
391	Multiple Injury Trust Fund	Yes	10	0
557	Police Pension and Retirement System, Oklahoma	Not Yet Volunteered	12	3
515	Public Employees Retirement System, Oklahoma	Not Yet Volunteered	55	0
630	Securities Commission, Oklahoma	Not Yet Volunteered	27	0
675	Self-Insurance Guaranty Board	Yes	0	0
300	State Auditor and Inspector	Deferred	116	2
695	Tax Commission, Oklahoma	Yes	705	23
715	Teachers' Retirement System of Oklahoma	Yes	35	4
740	Treasurer, Office of the State	Yes	42	20
753	Uniform Building Code Commission, Oklahoma	Yes	3	3
755	Used Motor Vehicle and Parts Commission, Oklahoma	Yes	9	2

Technology Disruptions and Service Requests

Finance, administration and information technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 93 percent during FY 2018. Only 7 percent of cases did not meet SLA time and resolution. With a total of 96,007 cases created, our finance, administration and information technology customers comprise 29 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
91%	93%	92%	93%	93%	93%	94%	94%	95%	94%	95%	94%

Projects completed FY 2013-2018

From FY 2013-2018, 463 finance, administrative and IT projects were finalized. Comprising 32 percent of the total 1,466 completed, our finance, administrative and IT customer projects included website redesign, technology unification by agency, server upgrade, live scan fingerprinting system, energy saving software, state election board voting software, fiber optic asset tracking system, medical claims clearinghouse, unclaimed property servicing, office moves, phone system updates and server upgrades.

Completed IT Projects FY 2013-18

Year	Projects
2013	86
2014	114
2015	92
2016	77
2017	58
2018	36
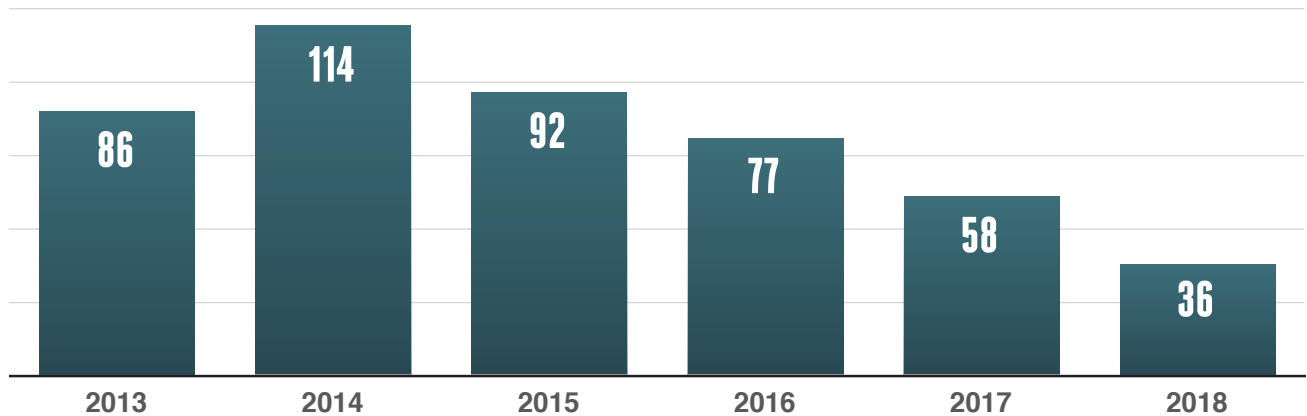
Customer Satisfaction FY 2018

Finance, administration and IT customers comprise 19 percent of 41,000 customer satisfaction surveys completed in FY 2018. Finance, administration and IT customers were satisfied with their services 96 percent of the time and 2 percent were dissatisfied.

Customer Satisfaction Rating FY 2018

- Very Satisfied — 87%
- Satisfied — 9%
- Neither — 2%
- Dissatisfied — 1%
- Very Dissatisfied — 1%
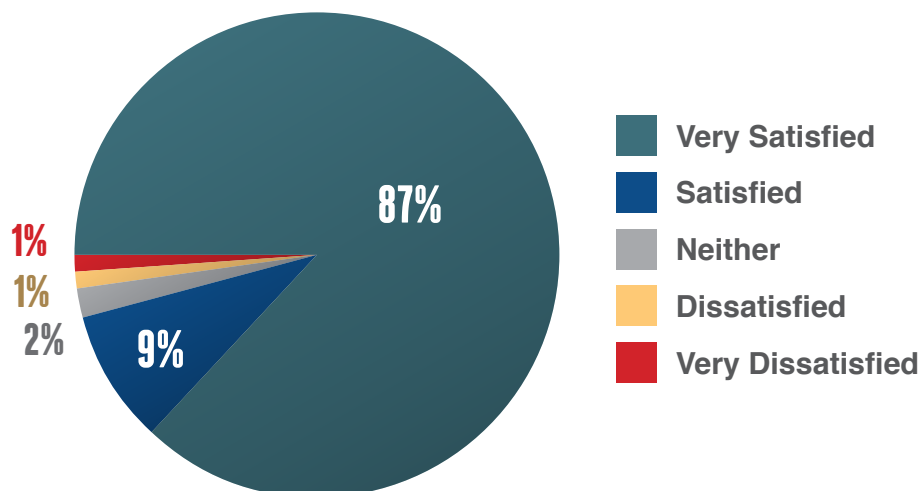
Health and Human Services

The health and human services cabinet includes 30 different organizations with 12,693 employees, containing 36 percent of our 34,000 state employee customer base. Our health and human services customers are committed to protecting, regulating and conducting activities related to services that are essential for Oklahoman's health and wellness.

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
1337	Able Tech, Oklahoma	Yes	0	4
448	Alcohol and Drug Counselors, Oklahoma Board of Licensed	Yes	2	2
340	Athletic Commission, Oklahoma State	Yes	0	0
148	Behavioral Health Licensure, State Board of	Yes	3	2
127	Children and Youth, Commission on	Yes	22	3
145	Chiropractic Examiners, Board of	Yes	3	3
190	Cosmetology and Barbering, State Board of	Not Yet Volunteered	11	3
215	Dentistry, Oklahoma Board of	Yes	5	3
326	Disability Concerns, Office of	Yes	4	0
285	Funeral Board, Oklahoma	Yes	3	1
807	Health Care Authority, Oklahoma	Yes	565	66
340	Health, State Department of	Yes	2074	120
830	Human Services, Department of (OKDHS)	Yes	6319	206
670	J.D. McCarty Center for Children with Developmental Disabilities	Yes	224	8
400	Juvenile Affairs, Office of	Yes	751	16
509	Long-Term Care Administrators, Oklahoma State Board of Examiners for	Yes	3	2
450	Medical Licensure and Supervision, State Board of	Not Yet Volunteered	23	7
452	Mental Health and Substance Abuse Services, Department of	No	1646	45
510	Nursing, Oklahoma Board of	Yes	29	6
520	Optometry, Board of Examiners in	Yes	2	2
525	Osteopathic Examiners, State Board of	Not Yet Volunteered	7	3
343	Perfusionists, State Board of Examiners of	Not Yet Volunteered	0	0
560	Pharmacy, Board of	Yes	10	4
140	Podiatric Medical Examiners, Oklahoma State Board of	Not Yet Volunteered	0	0
575	Psychologists, State Board of Examiners of	Yes	1	3
805	Rehabilitation Services, Oklahoma Department of	Yes	938	11
622	Social Workers, Oklahoma State Board of Licensed	Yes	2	5
632	Speech-Language Pathology and Audiology, Board of Examiners for	Yes	2	3
92	Tobacco Settlement Endowment Trust Fund, Board of Directors of the	Yes	23	7
826	University Hospitals Authority and Trust		20	2

Technology Disruptions and Service Requests

Health and human services technology disruptions and service requests were resolved on and with a successful resolution at an average rate of 94 percent during FY 2018. Only 6 percent of cases did not meet SLA time and resolution. With a total of 140,680 cases created, our health and human services customers comprise 43 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month
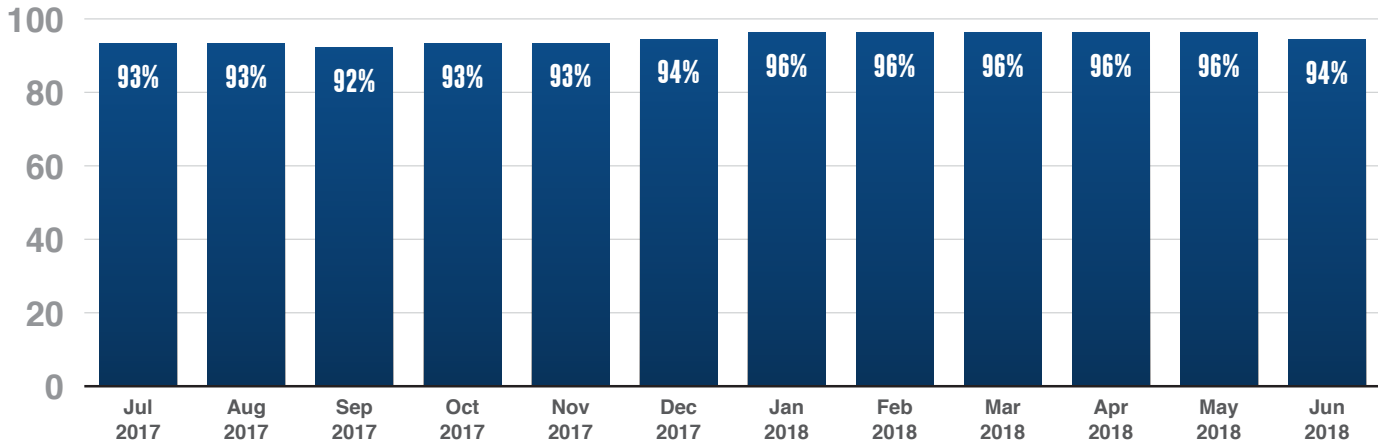
Projects completed FY 2013-2018

From FY 2013-2018, 344 health and human services technology projects were finalized. Comprising 23 percent of the total 1,466 completed, our health and human services customer projects included website redesign, technology unification by agency, server upgrade, desktop and laptop replacement, office moves, phone system updates server upgrades, physical security system installation, mobile phone system update and video conferencing equipment updates.

Completed IT Projects FY 2013-18
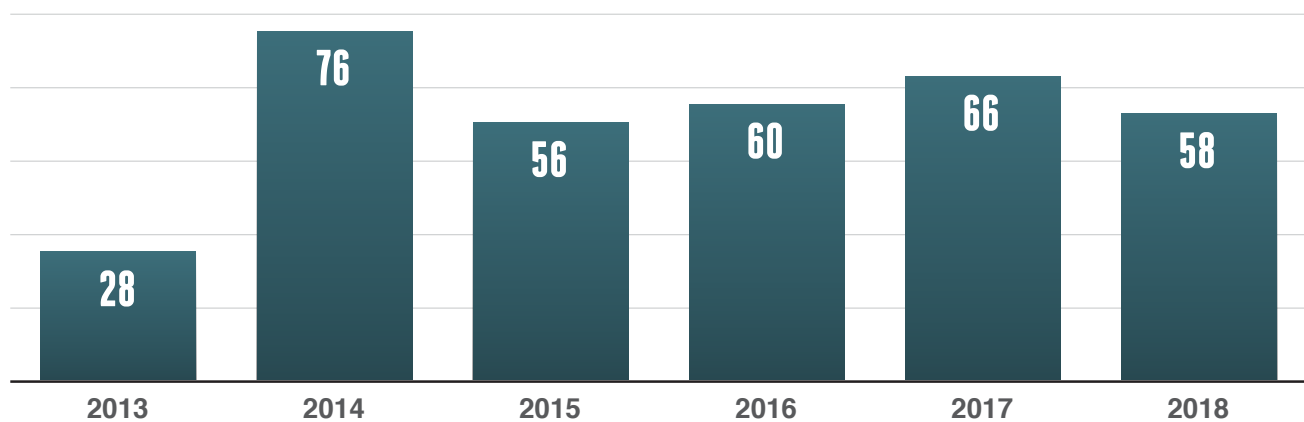
Customer Satisfaction FY 2018

Health and human services customers comprise 57 percent of 41,000 customer satisfaction surveys completed in FY 2018. Health and human services customers were satisfied with their services 94 percent of the time and 2 percent were dissatisfied.

Customer Satisfaction Rating FY 2018

82%
12%
4%
1%
1%

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
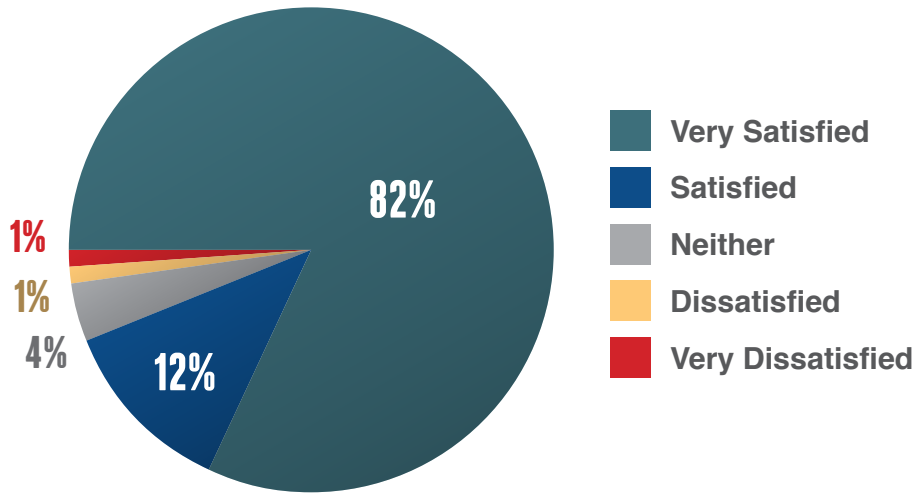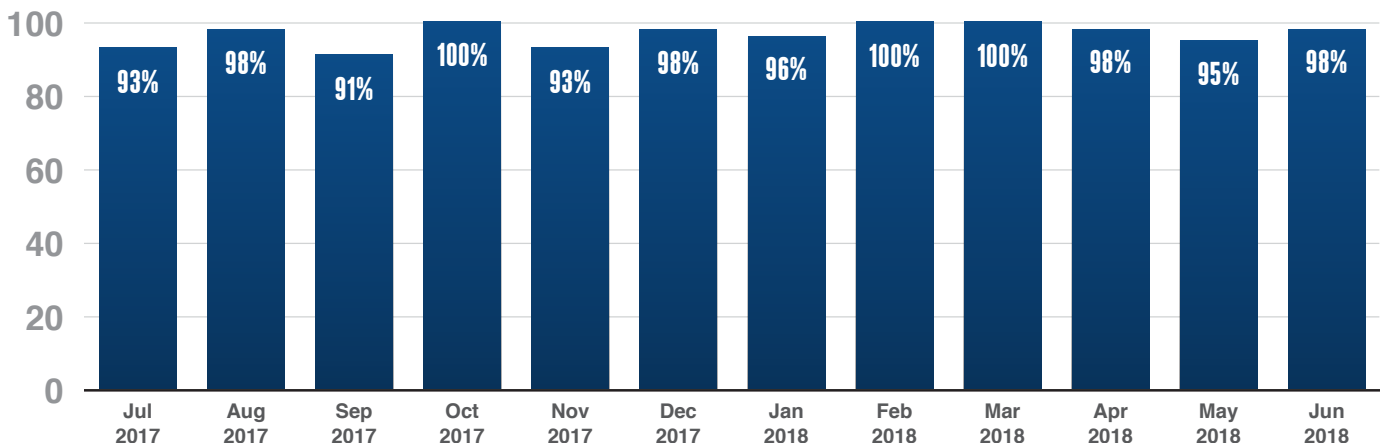
Military and Adjutant General

The military and adjutant general cabinet includes the Oklahoma Military Department with 328 employees, containing 1 percent of our 34,000 state employee customer base. Our military customers are committed to securing public welfare during a state of emergency.

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
25	Military Department, Oklahoma	Deferred	328	2

Technology Disruptions and Service Requests

Military and adjutant general technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 97 percent during FY 2018. Only 3 percent of cases did not meet SLA time and resolution. With a total of 655 cases created, our military and adjutant general customers comprise less than 1 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
	93%	98%	91%	100%	93%	98%	96%	100%	100%	98%	95%	98%

Projects completed FY 2013-2018

From FY 2013-2018, two military technology projects were finalized. Comprising less than 1 percent of the total 1,466 completed, our military customer projects included network connectivity updates and fiber installation.
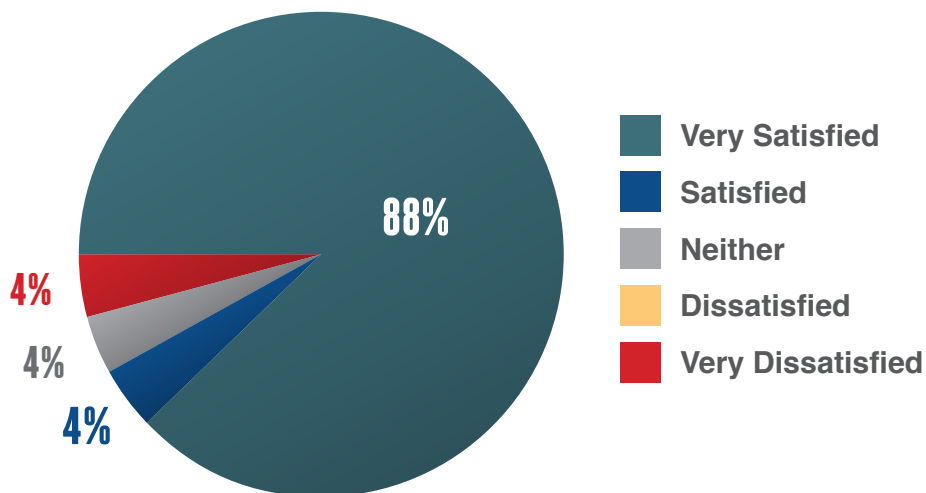
Completed IT Projects FY 2013-18

Customer Satisfaction FY 2018

Military customers comprise less than 1 percent of 41,000 customer satisfaction surveys completed in FY 2018. Military customers were satisfied with their services 92 percent of the time and 8 percent were dissatisfied.

Customer Satisfaction Rating FY 2018
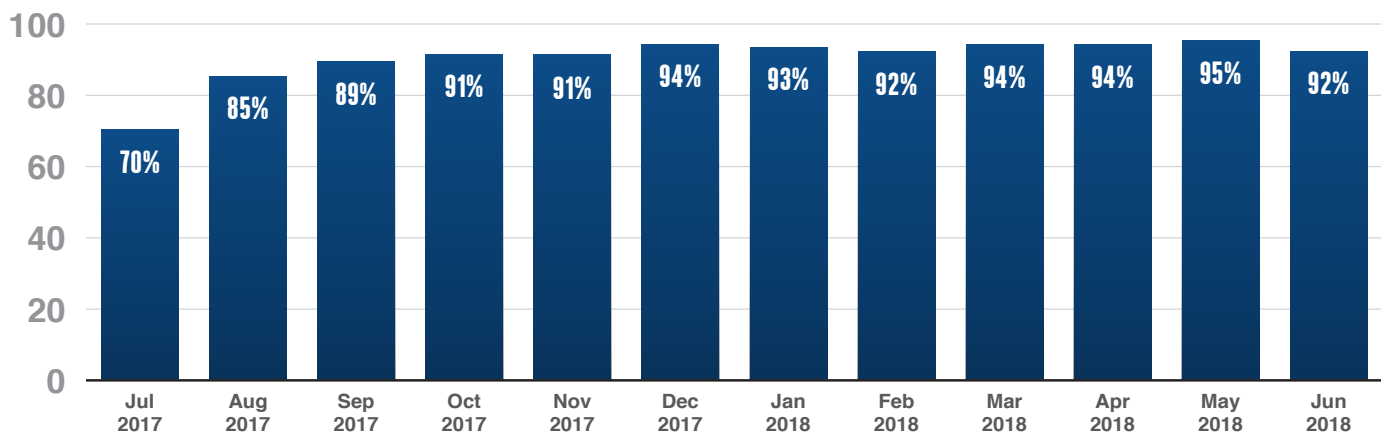

Safety and Security

The safety and security cabinet includes 15 different organizations with 7,989 employees, containing 23 percent of our 34,000 state employee customer base. Our safety and security customers are committed to protecting, enforcing and governing laws pertaining to the safety and security of Oklahoma citizens.

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
772	Alcohol and Drug Influence, Board of Tests for	In Process - CJIS CFE	5	4
30	Alcoholic Beverage Laws Enforcement (ABLE) Commission	Yes	32	7
49	Attorney General	Yes - CJIS CFE	204	3
131	Corrections, State Department of	Yes - CJIS CFE	4506	29
220	District Attorneys Council	Deferred	1042	6
309	Emergency Management, Oklahoma Department of	Yes - CJIS CFE	30	8
310	Fire Marshal Commission, State	Yes - CJIS CFE	18	2
	Homeland Security, Oklahoma Office of	Yes - CJIS CFE	0	
47	Indigent Defense System, Oklahoma	Yes - CJIS CFE	106	4
308	Investigation, Oklahoma State Bureau of (OSBI)	Yes - CJIS CFE	296	46
415	Law Enforcement Education and Training, Council on (CLEET)	Yes - CJIS CFE	40	10
342	Medicolegal Investigations, Board of	Yes - CJIS CFE	90	3
477	Narcotics and Dangerous Drugs Control, Oklahoma Bureau of	Yes - CJIS CFE	138	22
306	Pardon and Parole Board	Yes - CJIS CFE	25	4
585	Safety, Department of Public	Yes - CJIS CFE	1456	55

Technology Disruptions and Service Requests

Safety and security technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 91 percent during FY 2018. Only 9 percent of cases did not meet SLA time and resolution. With a total of 18,143 cases created, our safety and security customers comprise 6 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

Bar chart "SLA Success By Month":
- Jul 2017: 70%
- Aug 2017: 85%
- Sep 2017: 89%
- Oct 2017: 91%
- Nov 2017: 91%
- Dec 2017: 94%
- Jan 2018: 93%
- Feb 2018: 92%
- Mar 2018: 94%
- Apr 2018: 94%
- May 2018: 95%
- Jun 2018: 92%

Projects completed FY 2013-2018

From FY 2013-2018, 182 safety and security technology projects were finalized. Comprising 12 percent of the total 1,466 completed, our safety and security customer projects included website redesign, technology unification by agency, server upgrade, desktop and laptop replacement, office moves, phone system updates, mobile device management, disaster-recovery implementation, fiber connectivity, sex offender registration update, security card system update and video conferencing equipment updates.

Completed IT Projects FY 2013-18

Year	Projects
2013	9
2014	23
2015	26
2016	54
2017	44
2018	26
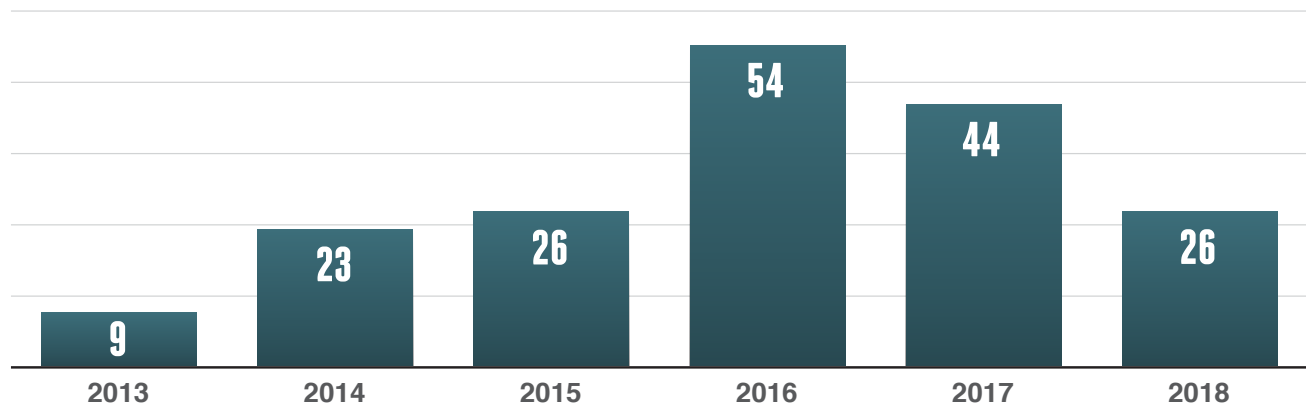
Customer Satisfaction FY 2018

Safety and security customers comprise 4 percent of 41,000 customer satisfaction surveys completed in FY 2018. Safety and security customers were satisfied with their services 92 percent of the time and 4 percent were dissatisfied.

Customer Satisfaction Rating FY 2018

- Very Satisfied — 80%
- Satisfied — 12%
- Neither — 4%
- Dissatisfied — 2%
- Very Dissatisfied — 2%
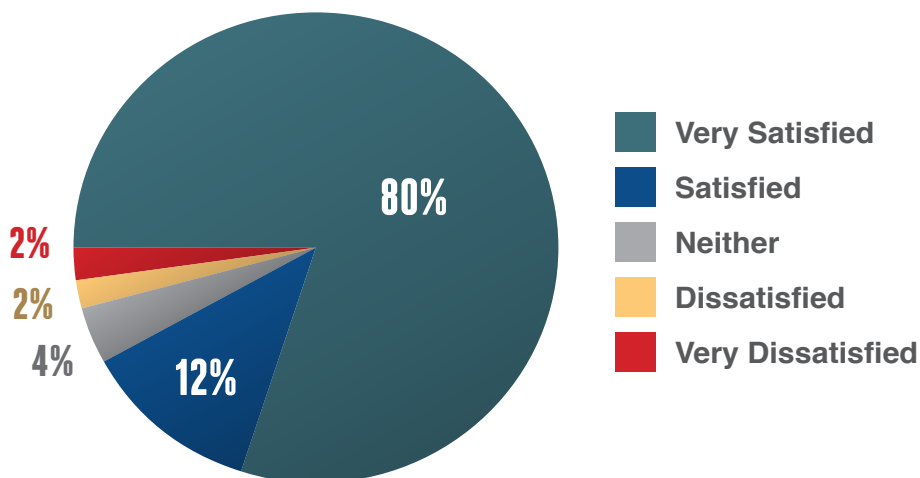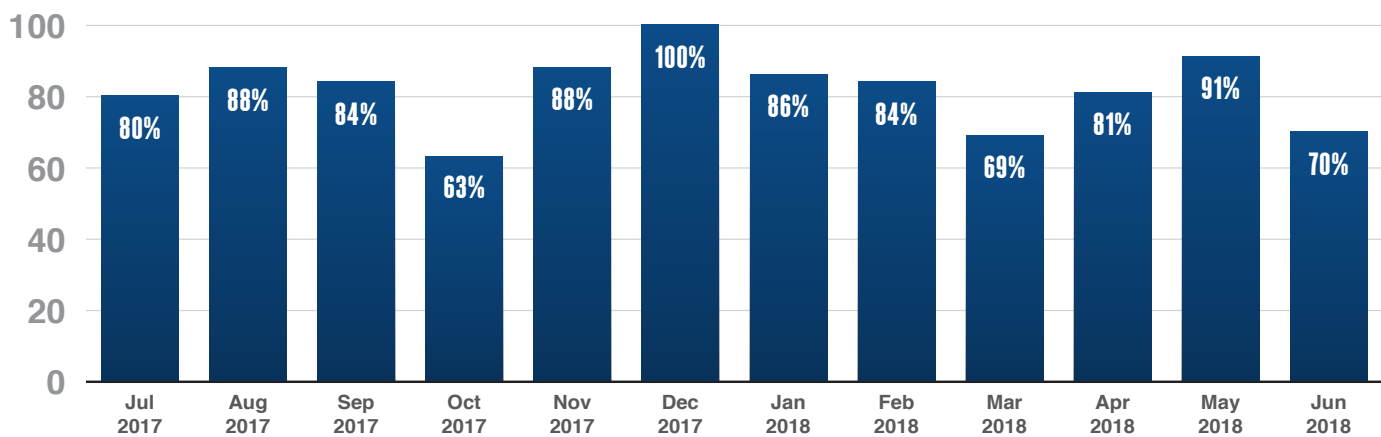
Science and Technology

The science and technology cabinet includes two different organizations with 22 employees, containing less than 1 percent of our 34,000 state employee customer base. Our science and technology customers are committed to increasing research, new business and job growth for the science and technology community in Oklahoma.

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
628	Science and Technology, Oklahoma Center for the Advancement of (OCAST)	Yes	16	5
346	Space Industry Development Authority, Oklahoma	In Process	7	0

Technology Disruptions and Service Requests

Science and technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 83 percent during FY 2018. Only 17 percent of cases did not meet SLA time and resolution. With a total of 338 cases created, our science and technology customers comprise less than 1 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

Projects completed FY 2013-2018

From FY 2013-2018, two science and technology projects were finalized. Comprising less than 1 percent of the total 1,466 completed, our science and technology customer projects included grants provisioning rollout and health research program.

Completed IT Projects FY 2013-18

Customer Satisfaction FY 2018

Science and technology customers comprise less than 1 percent of 41,000 customer satisfaction surveys completed in FY 2018. Science and technology customers were satisfied with their services 92 percent of the time and 8 percent were dissatisfied.

Customer Satisfaction Rating FY 2018

81%

11%

4%

4%

- Very Satisfied
- Satisfied
- Neither
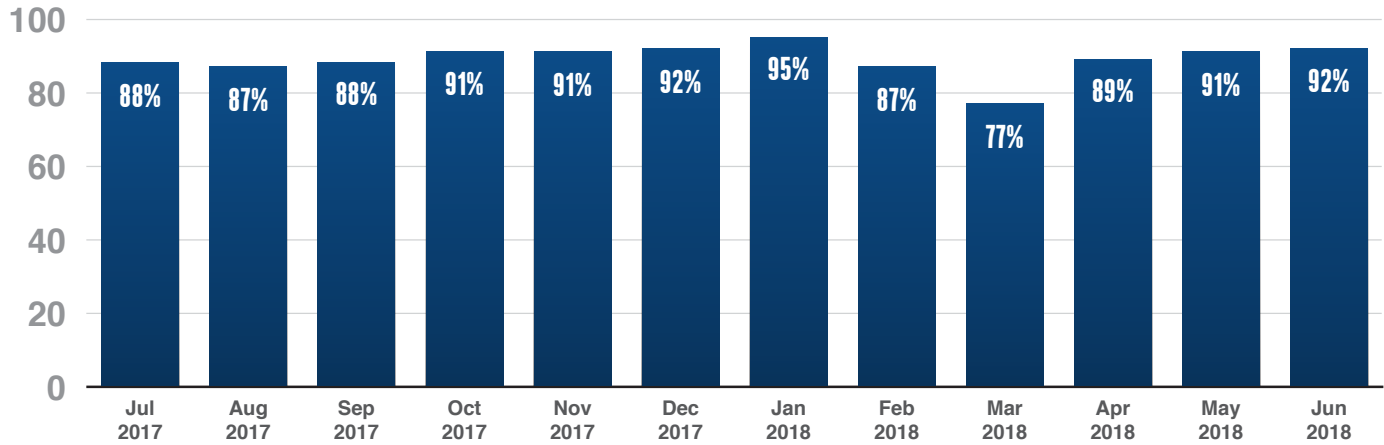- Dissatisfied
- Very Dissatisfied
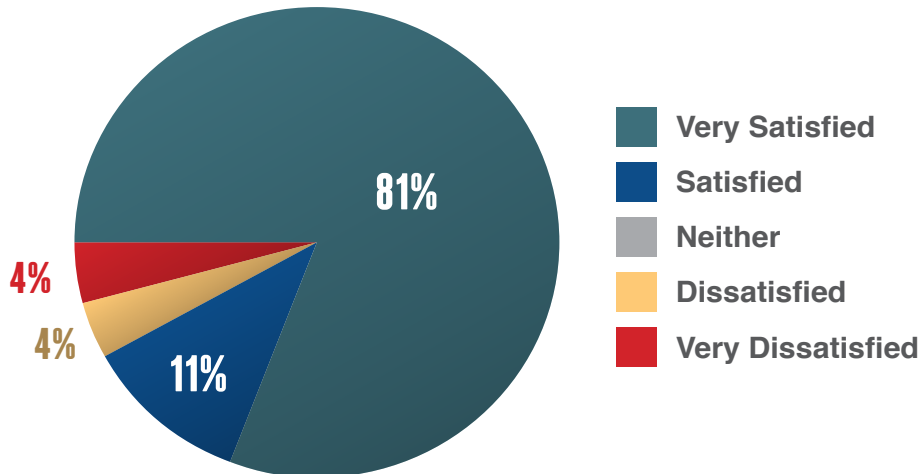
Transportation

The Transportation cabinet includes three different organizations with 2,893 employees, containing 8 percent of our 34,000 state employee customer base. Our transportation customers are committed to controlling, regulating and supervising activities related to construction and maintenance of the state's highways and air transportation system.

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
60	Aeronautics Commission, Oklahoma	Yes	9	2
345	Transportation, Department of	Yes	2338	20
978	Turnpike Authority, Oklahoma	Not Yet Volunteered	546	0

Technology Disruptions and Service Requests

Transportation technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 89 percent during FY 2018. Only 11 percent of cases did not meet SLA time and resolution. With a total of 10,959 cases created, our transportation customers comprise 3 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
88%	87%	88%	91%	91%	92%	95%	87%	77%	89%	91%	92%

Projects completed FY 2013-2018

From FY 2013-2018, 67 transportation technology projects were finalized. Comprising 5 percent of the total 1,466 completed, our transportation customer projects included fiber installation and network connectivity for rural locations, desktop and laptop replacement, office moves, job scheduler rollout, traffic safety system replacement, radio tower maintenance, rail certification automation, bridge and roadway software installation, roadway document scanning, licensing updates, phone system updates and website redesign.
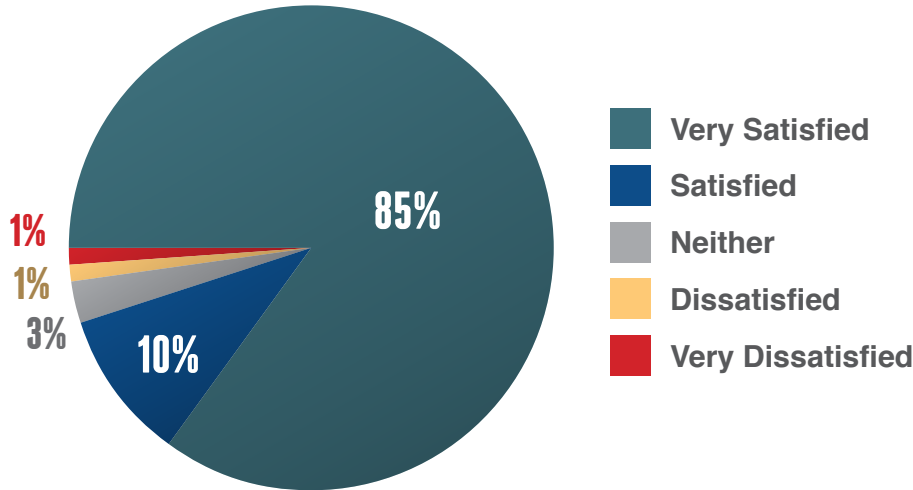
Completed IT Projects FY 2013-18

2013	2014	2015	2016	2017	2018
2	7	18	19	10	12
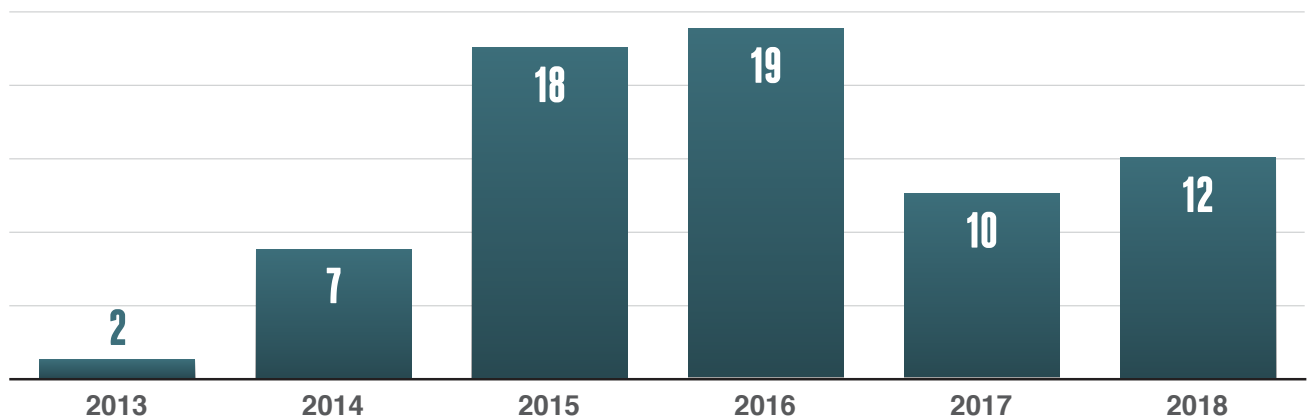
Customer Satisfaction FY 2018

Transportation customers comprise 4 percent of 41,000 customer satisfaction surveys completed in FY 2018. Transportation customers were satisfied with their services 95 percent of the time and two percent were dissatisfied.

Customer Satisfaction Rating FY 2018

Legend:
- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

85% — Very Satisfied
10% — Satisfied
3% — Neither
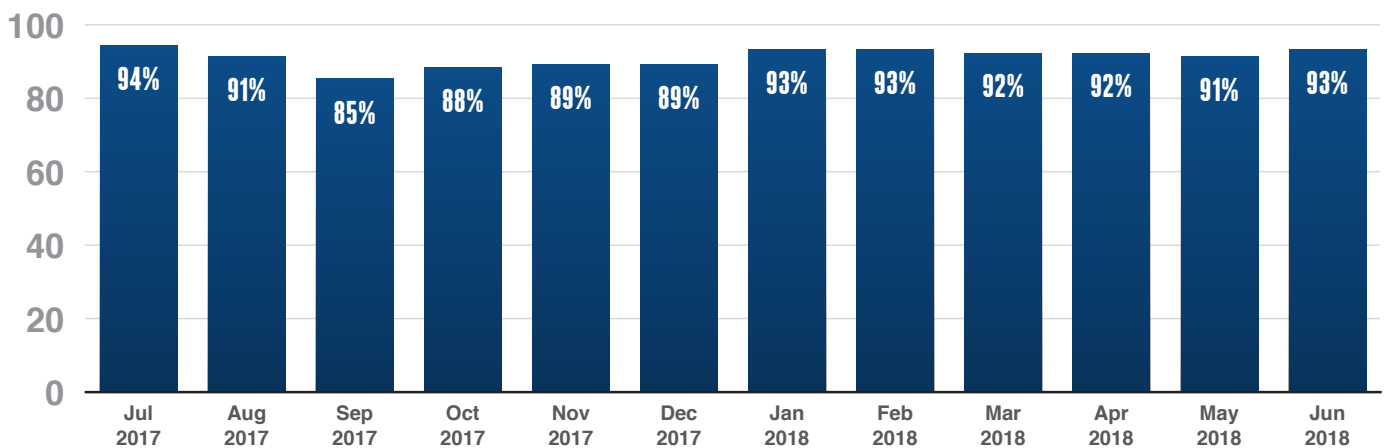1% — Dissatisfied
1% — Very Dissatisfied

Veterans Affairs

The veterans affairs cabinet includes the Oklahoma Department of Veterans Affairs with 1,990 employees, containing 6 percent of our 34,000 state employee customer base. Our veterans affairs customers are dedicated to providing veterans residing in Oklahoma the highest quality support and care and provide tools to facilitate their needs and requirements to continue quality of life.

Agency Name and Number		Unification Status	Number of Employees	Number of IT Applications
650	Veterans Affairs, Oklahoma Department of	Yes	1990	26

Technology Disruptions and Service Requests

Veterans affairs technology disruptions and service requests were resolved on time and with a successful resolution at an average rate of 91 percent during FY 2018. Only 9 percent of cases did not meet SLA time and resolution. With a total of 10,783 cases created, our veterans affairs customers comprise 3 percent of approximately 330,000 cases processed by OMES IS in FY 2018.

SLA Success By Month

Month	Value
Jul 2017	94%
Aug 2017	91%
Sep 2017	85%
Oct 2017	88%
Nov 2017	89%
Dec 2017	89%
Jan 2018	93%
Feb 2018	93%
Mar 2018	92%
Apr 2018	92%
May 2018	91%
Jun 2018	93%

Projects completed FY 2013-2018

From FY 2013-2018, 37 veterans affairs technology projects were finalized. Comprising 3 percent of the total 1,466 completed, our veterans affairs customer projects included phone updates, telecom grant updates, security camera grant updates, internal rewiring of veterans hospitals, point of care migration project, office moves and technology unification.

Customer Satisfaction Rating FY 2018

78%
2%
2%
6%
12%

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
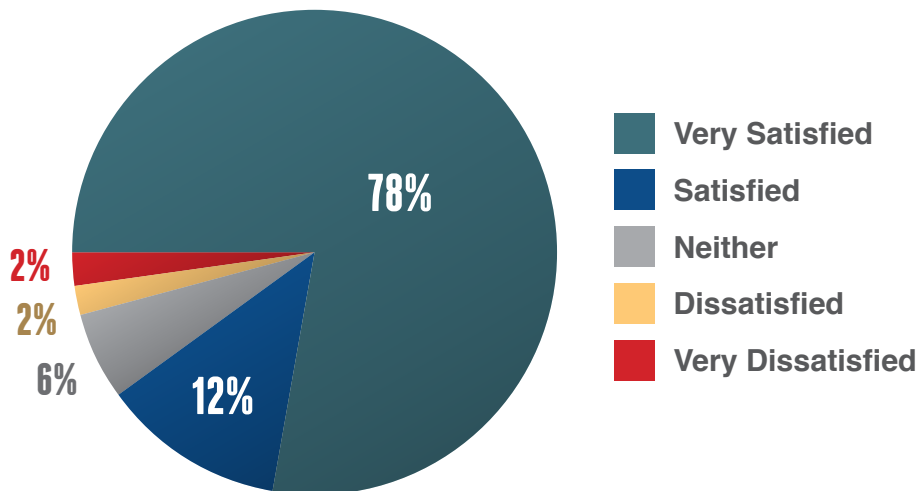
Customer Satisfaction FY 2018

Veterans affairs customers comprise 2 percent of 41,000 customer satisfaction surveys completed in FY 2018. Veterans affairs customers were satisfied with their services 90 percent of the time and 4 percent were dissatisfied.

Completed IT Projects FY 2013-18

2013	2014	2015	2016	2017	2018
1	2	4	11	16	3