

2013 Program Report Card: Enterprise Hosting Services (DAS/BEST – formerly DOIT)

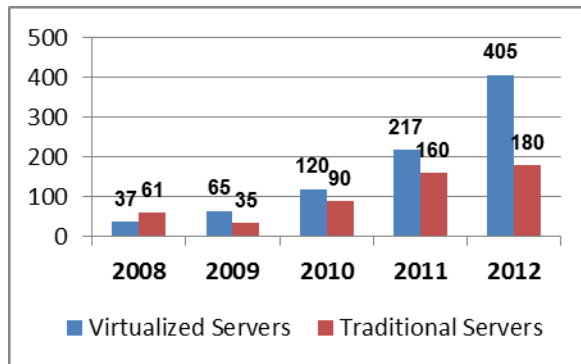
Quality of Life Result: Uninterrupted delivery of critical State services to agencies and their customers.

Contribution to Result: DAS/BEST provides a secure, reliable and dynamic hosting environment that supports the necessary infrastructure and systems that support the state’s most critical health, human service, public safety and financial applications as well as those critical to citizen services, such as motor vehicle and occupational licenses, registration and fees, support the collection of federal reimbursement dollars, process financial transactions for the State, and enable law enforcement on the state and local levels to access vital data. 2012 introduced many new initiatives to the state while minimizing additional costs.

Partners: DAS/BEST collaborates with state agency business and technical teams, third-party solution providers as well as a number of commercial vendors directly supporting agency services. Depending on the hosted application, the Bureau may be called upon to collaborate with federal or local governments.

How Much Did We Do?

Server Virtualization



Story behind the baseline: Virtualization improves the state’s ability to manage its large portfolio of systems, allows for a more efficient use of available storage space and leads to reduced power and cooling costs. Many new systems were added while minimizing new physical servers.

Application Development	2011	2012
Total Supported	21	22
New Applications	0	3
Applications Retired	1	1
Under Development	2	3

Story behind the baseline: In addition to our more traditional hosting services, the Bureau provided application development support for a number of small state agencies. Examples: All State Agencies Payment Services ACH; DMV

Registration Renewal; CHRO; and Lt Governor On-Line Forms. The Bureau’s application support also extends to the administration of the CJIS Offender Based Tracking System, and CIDRIS. In 2012, CJIS applications continued to migrate to the upgraded technology and improve performance.

Priority Responses (SEV1)	2011	2012
Severity 1 Responses	21	11
% from Prior Year	0%	47%

Story behind the baseline: Any issue that is reported as a “Severity 1” receives the full and immediate attention of the Bureau’s senior technical leadership and subject matter experts. 2012 saw a significant decrease in Severity 1 events, contributing to a much more stable environment for agencies and citizens

Mainframe Processing	2011	2012
Instructions/Second (M)	913	1106
% from Prior Year	5%	21%

Story behind the baseline:

The Bureau’s mainframes handle the bulk of the transaction processing for the state’s most critical agency systems. These mainframes handle application and database services for agencies such as DSS, DCF, DOC, DPS and others whose business needs require the highest level of system availability and performance.

How Well Did We Do It?

Measure 1: Percent of Virtual Servers

Trend: ▲ The continued virtualization of servers remains an important goal of DAS/BEST. As of 2012, the state has over 405 servers virtualized. The ratio of virtual to physical servers increased from 1.4:1 to 2.3:1. The Bureau has continued to evaluate the efforts and cost involved with a move to a fully virtualized environment – a move that the Bureau feels is a critical enabler to our state being able to rapidly respond to the emerging needs of state government.

Measure 2: Reduce Severity 1 Incidents

Trend: ▲ The Bureau continues to promote best practices in IT and systems management. Incidents will always occur, so the thrust is the continual improvement of practices, risk management and quality assurance that are keys to reducing SEV1 incidents.

Measure 3: Increase Capacity

Trend: ▲ In July 2012, the mainframe was upgraded to support increasing transaction volume and other agency processing application and database needs. In addition, a new Open System platform was added to offload some mainframe processing to a more costs effective platform.