

2012 Program Report Card: Enterprise Hosting Services (DAS/BEST – formerly DOIT)

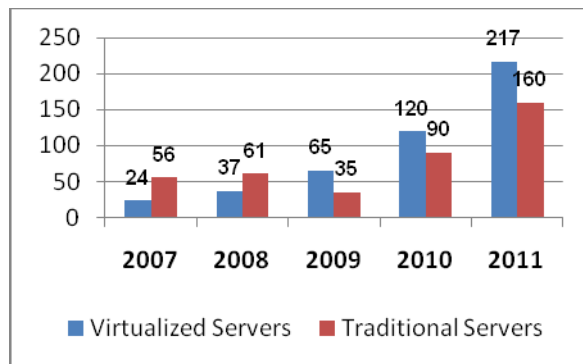
Quality of Life Result: Uninterrupted delivery of critical State services to agencies and their customers.

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.

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 that 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.

Application Development	2010	2011
Total Supported	24	21
New Applications	5	0
Applications Retired	1	1
Under Development	6	2

Story behind the baseline: In addition to our more traditional hosting services, the Bureau also provides application development support for a number of small state agencies as well as support for other state systems.

The Bureau’s application support also extends to the administration of the CJIS Offender Based Tracking System. In March 2011, BEST performed a significant technology upgrade that resulted in greatly improved OBTS performance.

Priority Responses (SEV1)	2010	2011
Severity 1 Responses	21	21
% from Prior Year	36%	0%

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. Once triaged, some SEV1 issues may be downgraded because they do not meet SEV1 criteria, conversely something reported as a minor issue could be escalated to a SEV1, depending on the issues involved.

Mainframe Processing	2010	2011
Instructions/Second (M)	866	913
% from Prior Year	45%	5%

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 2011, the state has over 217 servers virtualized, which represents a growth of nearly close 100% since 2009. The Bureau has begun 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 2010, the mainframe was upgraded to support increasing transaction volume and other agency processing application and database needs. In addition, two special processors were added to support an advanced distributed computing environment that runs the latest Open Systems applications.

The Bureau believes that the Open System platform can be leveraged to further increase capacity.