

# Department of Information Resources

## Shared Technology Services Program Brief

### Program Objectives

DIR's Shared Technology Services Program objective is to enable organizations access to managed IT as a service, allowing Customers to focus resources on supporting their mission and business functions rather than directly managing IT services.

- Increase the level of IT maturity across the state by creating a consistent IT landscape with a robust service management framework.
- Continually develop and deploy Shared Technology Services solutions based on business needs and values.
- Provide improved customer relationships and operational efficiencies, optimized delivery of services, and integrated operations.

### Program Highlights

#### **Collaborative**

This shared service environment drives collaboration between DIR, Service Component Providers (SCPs), and DIR customers while the program governance, systems, and tools provide a high level of visibility and control over service delivery. Shared Technology Services are provided through a

shared, collaborative governance model which provides a set of defined interactions, expectations, decisions, roles, and processes that guide the governance of the program, facilitate effective resolution of issues, and enables strategic decision making. Services are administered through established processes based on an Information Technology Infrastructure Library (ITIL) methodology, ensuring the use of standardized, repeatable processes and best practices.

#### **Competitive**

Shared Technology Services are competitively procured and contracted by DIR. Contracts include negotiated service level requirements, terms and conditions, price, and reporting requirements.

#### **Comprehensive Service Management**

A Multi-sourcing Services Integrator (MSI) provides a next-generation digital platform utilized by the DIR shared services SCPs and customers. This platform includes services level management, service desk support, constituent help desk support, program management, business continuity, disaster recovery testing and planning, marketplace functionality, performance analytics, and financial management. This centralized

platform includes a Shared Technology Services Customer Portal which provides a secure, single point of access to the marketplace, tools, reports, data, newsletters, contacts, governance committee meeting documentation, enterprise calendars and other useful information.

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### Program Oversight

DIR customers access all Shared Technology Services through the execution of a single Interagency Contract (IAC) or Interlocal Contract (ILC) that addresses general terms for access to all Shared Services. Individual services and terms specific to those services are provided upon Customer submitting a Request for Service.

#### DIR

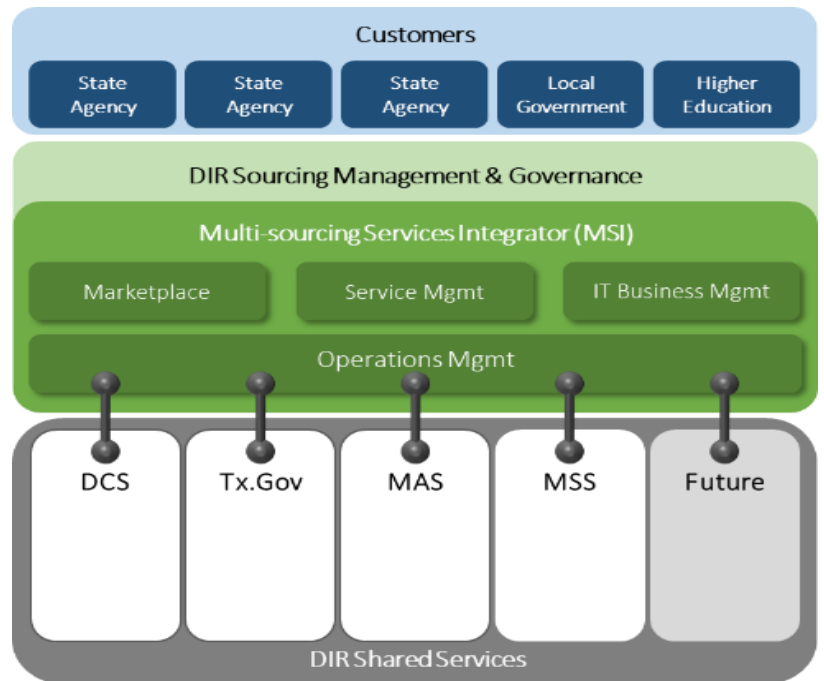
DIR provides contract management for and oversight of the program.

#### Multi-sourcing Services Integrator (MSI)

The MSI acts to standardize processes, administer enterprise service components of the program, and maintain the Shared Services Customer Portal.

#### Service Component Provider (SCP)

All Shared Technology Services providers, referred to as SCPs (excluding the MSI), engage with customers to identify, propose, and implement service solutions to meet customer business needs.



### Service Delivery Structure

#### Data Center Services (DCS) including Cloud Services<sup>1</sup>

Infrastructure Managed Services, Public and Private Hybrid Cloud, Mainframe, Bulk Print/Mail, Disaster Recovery as a Service, Geographic Information Systems (GIS) Services, and Office 365

#### Managed Application Services (MAS)

Application Maintenance Services, Application Development Services, and Managed Application Services Rate Card Resources

#### Managed Security Services (MSS)

Security Monitoring and Device Management (SMDM), Incident Response, and Risk and Compliance

#### Texas.gov Services

Application Development, Application Maintenance and Operations; and, Payment Services

<sup>1</sup> As stated in Texas Government Code 2054, designated DCS Customers are mandated to purchase data center services (mainframe, network, bulk print/mail, and server) through DIR's DCS Program. All other Shared Services offerings are discretionary.

The Texas Legislature has historically appropriated budget authority for Data Center Services (DCS) as a capital budget. As MAS and MSS are offered through the DCS program, DCS customers may choose to transfer budget from an operating account to their DCS capital budget. Customers should consult with their ACO or LBB analyst on the best approach for their organizations.