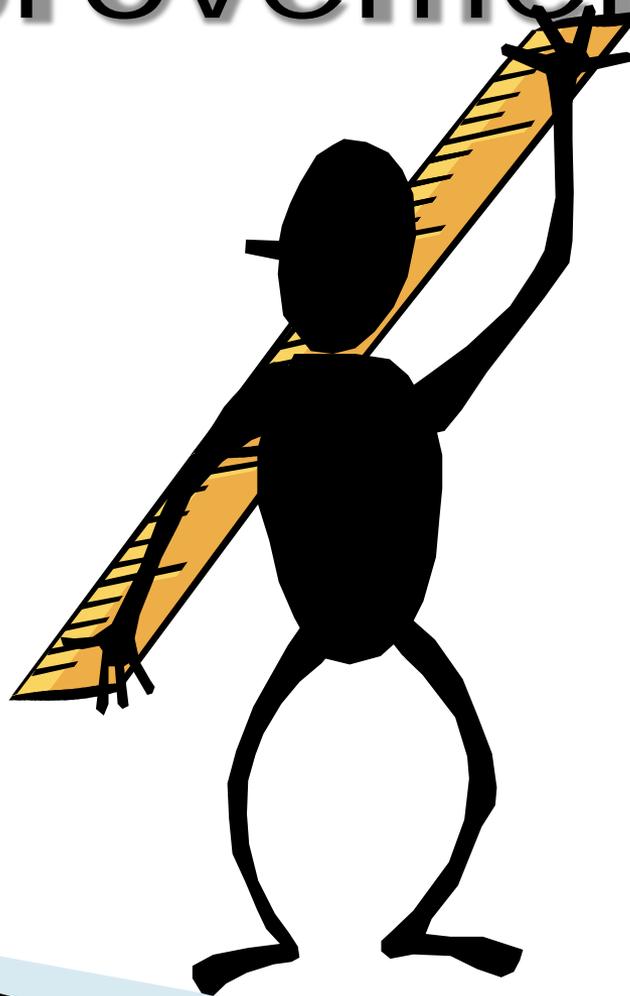


DTI's Performance Improvement



October 7, 2010
Bill Hickox

Agenda

- ▶ Performance
 - ▶ Driving Change through New Metrics
 - ▶ Improvement Results
 - ▶ IT Consolidation
 - ▶ Next Steps
- 

DTI Performance

- ▶ “Perception is Reality”
 - ▶ Who’s perception is most important?
 - ▶ How are we determining performance?
 - ▶ How should we be determining performance?
- 

Driving Change through New Metrics

- ▶ Customer Centric Metrics are essential!
- ▶ Use metrics as a tool for improvement
- ▶ Accountability for lack of improvement
- ▶ Staff buy-in
- ▶ Metrics:
 - Measurable
 - Easy to track
 - Timely
 - Repeatable
 - Insightful
 - Controllable



Improvement Results

- ▶ New and Improved Metrics:
 - Uptime per server
 - % downtime
 - Mainframe application availability
 - Initial Call Resolution
 - High Severity MTTR

New Detail Metric

Server Availability		DETAILS of Server Downtime					
SM Ticket	Sev	Occurred Date/Time (24hr)	Resolved Date/Time (24hr)	Outage Month	Hours to Resolution	Server	Comments
		03/04/11 00:00		2011-03		eCorp (Div of Corporation)	
		03/05/11 00:00		2011-03		eCorp (Div of Corporation)	
IM81278		03/07/11 15:48	03/07/11 16:08	2011-03	0.0	egov (DNREC database issue	
IM81278		03/07/11 15:48	03/07/11 16:08	2011-03	0.0	egov-agt (DNREC Agent)	
IM81731		03/20/11 19:33	03/20/11 19:43	2011-03	0.0	Personnel (OMB HR site)	
IM81732		03/20/11 19:33	03/20/11 19:43	2011-03	0.0	Ben (OMB benefits site)	
		03/27/11 00:00		2011-03		Ben (OMB benefits site)	
CM12111		04/03/11 14:00	04/03/11 15:00	2011-04	0.0	eCorp (Div of Corporation)	
		04/03/11 04:51	04/03/11 05:00	2011-04	0.0	Jobs (OMB Delaware employment link)	
		04/03/11 13:00	04/03/11 13:40	2011-04	0.0	TIN (Div of Corps)	
		04/09/11 00:26	04/09/11 00:46	2011-04	0.0	profreg (professional regulations)	
		04/24/11 04:55	04/24/11 05:05	2011-04	0.0	Ben (OMB benefits site)	
		04/23/11 05:29	04/23/11 05:49	2011-04	0.0	profreg (professional regulations)	
CM12612		04/25/11 20:40	04/25/11 21:00	2011-04	0.0	egov (DNREC)	
CM12612		04/25/11 20:40	04/25/11 21:00	2011-04	0.0	egov-agt (DNREC Agent)	
		05/02/11 12:57	05/02/11 13:07	2011-05	0.0	portal	
		05/08/11 10:11	05/08/11 10:30	2011-05	0.0	profreg (professional regulations)	
		05/08/11 10:12	05/08/11 10:32	2011-05	0.0	egov	
		05/06/11 00:44	05/06/11 01:04	2011-05	0.0	TIN (Div of Corps)	
		05/15/11 05:15	05/15/11 05:24	2011-05	0.0	Personnel (OMB HR site)	
		05/09/11 19:28	05/09/11 19:33	2011-05	0.0	LegHall (Delaware.gov)	

New Detail Metric

DETAILS of Application Downtime

SM	Occurred	Resolved	Hours to			
Ticket	Sev	Date/Time(24hr)	Date/Time(24hr)	Resolution	Application	Comments
IM81117	2	2/25/2011 10:23:00 AM			eCorp	Clients unable to complete tax filing - root cause underway/
IM81302	2	3/7/2011 9:17:23 AM	3/9/2011 4:08:00 PM	54.84	EGov	DNREC - eGov Servers are responding slowly - impacting customers ability to purchase license
IM81468	2	3/11/2011 11:14:47 AM	3/11/2011 5:08:47 PM	5.90	EGov	DNREC - eGov Servers are responding slowly - impacting customers ability to purchase license
IM81700	2	3/18/2011 10:31:18 AM	3/18/2011 12:06:56 PM	1.59	EGov	DNREC - egov processes running very slow - affecting Boat Registrations and Fishing Licenses
IM81976	2	3/26/2011 12:41:56 PM	3/26/2011 12:54:14 PM	0.21	Govolution	DELJIS Epayment Web Service is down - impacting ability process payments
IM82350	2	4/7/2011 6:58:22 AM	4/7/2011 8:40:16 AM	1.70	Service Manager	DTI - ServiceManager Web Client is not responding - reducing State effectiveness
IM82796	2	4/22/2011 9:13:55 AM	4/22/2011 10:38:26 AM	1.41	PHRST	PHRST Production - Users unable to access payroll
IM83660	2	5/20/2011 10:19:03 AM	5/20/11 2:31 PM	4.21	PHRST	PHRST - Users are unable to access IAM/PHRST Self Service Logon - Impacting financials
IM83689	2	5/23/2011 7:36:24 AM	5/23/11 8:14 AM	0.64	PHRST	DOT - Unable to access https://portalpd.erp.state.de.us - impacting financial
IM86129	2	8/3/2011 2:32:25 PM	8/3/2011 2:36:35 PM	0.07	DELJIS	DELJIS - epayment web service down - affecting revenue for the state
IM87601	2	9/15/2011 1:00:46 PM	9/15/2011 3:12:34 PM	2.20	FINANCIALS	Finance - First State Financials production database is not accessible - affecting state revenue
IM87623	2	9/15/2011 6:05:20 PM	9/15/2011 6:32:07 PM	0.45	ECorp	Ecorp - TIN Entity Search Not Accessible on https://delecorp.delaware.gov - Affecting Revenue
IM87734	2	9/20/2011 12:28:15 AM	9/20/2011 1:40:10 PM	13.20	FINANCIALS	ERP - FSF productions job stopped running - Impacting the FSF billing process

END OF LIST - no data below this row

IT Consolidation

- ▶ Cost Savings, Efficiency, Better Service
 - ▶ Measured through SLA
 - ▶ Monitored through Metrics
 - ▶ Proof is Performance
- 

Next Steps

- ▶ Continue to refine
- ▶ Monitor progress
- ▶ Reward improvement
- ▶ Communicate
- ▶ Link employees



Questions???

