Appendix Q: IT Reorganization Roadmap

Updated IT Reorganization Road Map

2002 - 2005 | 2006 | 2007 | 2008 | 2009 | 2010

Initial IT Reorganization Drivers

Consultant Studies
- Strategic Technology Plan (2002)
- Total Cost of Ownership Report (2004)
- Countywide IT Organization Model (2004)

Council Proviso Directing Countywide IT Reorganization (2005)

Approval for IT Reorganization

- SAC Endorsement to Proceed With Phased Strategy
- Provided to Council
  - Executive Recommendation
  - Business Case for IT Reorganization
  - Transition Work Plan
- Council Adoption
  - OIRM and ITS Combined
  - Executive Branch Interim Structure
  - IT SDM Positions Created

Phase 1 Implementation for Executive Branch

Organization Transition

- Hired 1st IT SDM
- IT Service Delivery Plans Approved
- Hired Organization Development Consultants
- IT Reorganization Assessment Completed
- Executive Branch IT Structure Completed
- Transitions Plans Completed
- Transitions Completed

Workstation Standardization

- Hosted Desktop Pilot Completed
- Convert Pilot to Production Environment
- Launch Users in 2008
- Launch Additional Users in 2009
- Continue Launching through 2012

Server Consolidation

- SharePoint Service Launched
- Server Consolidation Plan
- Begin Consolidation of Servers: Virtualization, Storage & Backup, Print Services

Service Center

- Short-term Help Desk Improvements
- Begin Long-term Service Improvements

Service Delivery Improvements

- Enterprise Performance Measures Implemented
- Dept Perf. Measures Implemented
- Performance Measures Combined
- Benefits Realization Plan Updated
- Comprehensive Business Plan for IT
- IT PM Selection Process Policy Implemented
- Change Management Implemented
- IT Project Management Tools, Templates Updated
- Multi-Year Contracts for 2009 Established

Phase 1 Evaluation & Recommendation for Phase 2

Phase 2 Implementation for Separately Electeds

- Transition Plan for Separately Electeds

April 2009 updated