

Message from Director Gwartney

I am proud to report that the Idaho Consolidated Messaging Project continues to move forward transitioning state agencies to the Idaho Consolidated Services (ICS) System. I believe that through this effort state agencies will realize efficiencies related to their messaging service. This project continues to be a model for future enterprise services efforts. The appointment of the Enterprise Services Oversight Committee by ITRMC is a tremendous resource to the Department of Administration. I would like to thank once again those agency directors who have continued to press forward with migration preparation and loaned their valuable staff to the project.



*Mike Gwartney
Director, Department of
Administration*

Regards,

Mike Gwartney

Governor Otter and the Division of Financial Management join other agencies on the Idaho Consolidated Services System

Since agency migrations to the Idaho Consolidated Services System began in December 2008, a total of 34 agencies have migrated including the Governor and Lieutenant Governor's Offices, Division of Financial Management, Division of Human Resources, Office of Drug Policy, Department of Commerce, and Vocational Rehabilitation. The Governor and Lieutenant Governor's Offices, the Division of Financial Management, and the Division of Human Resources migrated in September. This brings the total number of users on the system to 814. Migrations are continuing with minimal impact to the agencies and the system is performing well.

Enterprise Services Oversight Committee Named

In July the Information Technology Resource Management Council (ITRMC) appointed individuals from various state agencies to the Enterprise Services Oversight Committee for consolidated services. The committee will oversee the development and operation of high quality, reliable statewide enterprise information technology services provided by the Department of Administration. Members include:

Steve Wilson (Chair), State Tax Commission
Shannon Barnes (Vice-Chair), Idaho Dept. of Transportation
Carla Casper, Dept. of Administration
Landis Rossi, Dept. of Health and Welfare
Tom Peterman, Office of the State Controller
John McAllister, Idaho Dept. of Labor
Brad Alvaro, Dept. of Correction
Becky Barton-Wagner, Dept. of Insurance
Platt Thompson, Analyze Soft (Private Sector Organization)
Greg Zickau, Dept. of Administration (Ex-Officio)

To view the committee charter, please visit the Idaho Consolidated Services (ICS) website at <http://cio.idaho.gov/messaging/> and click on the Idaho Enterprise Services Oversight Committee Charter Link.

MESSENGER

NEWS FROM THE STATE OF IDAHO'S CONSOLIDATED SERVICES TEAM

October 2009

ICS System Performance Metrics Identified

The Department of Administration and the Enterprise Services Oversight Committee are committed to ensuring the ICS System is performing at a level that supports efficient and effective state government. The Oversight Committee and staff from the Department of Administration spent many hours comparing industry standards and other IT best practices in order to determine the most appropriate performance metrics. Examples of the performance measures include:

- Service Desk Response Time
- System Availability
- Customer Satisfaction
- Percent of Normal/Planned Changes

To view the complete list of performance metrics that will be used to report system performance, please visit the ICS website at <http://cio.idaho.gov/messaging/> and click on Performance Metrics Reporting Tool.

As a Reminder

Please visit the ICS website at <http://cio.idaho.gov/messaging/> to get updates on the project as well as project related documents including:

- Service Agreements
- Frequently Asked Questions
- Agency Readiness Tools and Checklist

For questions or comments please contact any member of the Enterprise Services Oversight Committee.