

## **Department Of Financial Institutions FY15 Agency IT Plan**

### I. Top Five IT Goals

#### **Reduce technical debt**

The majority of application software at DFI was developed in-house. With sound design principles, the applications have held up well over time. For areas where there have not been significant changes in business process or customer needs that have prompted refreshed technology, the technology stack is aging. This requires DFI to maintain expertise in the older technology and prevents us from realizing efficiencies available with newer technology platforms.

#### **Improve disaster recovery capabilities**

DFI has its application servers co-located in the Femrite computer facility. We have virtualized the majority of our servers and updated our applications to allow them to run in virtual environments. Until recently, DFI maintained a basic disaster recover capability by periodic updates to an additional set of servers at the 101 E Wilson Street facility. A loss of our production facility could require 24 to 48 hours for resumption of our core systems. When the Wilson Street facility was no longer available, DFI increased the network connection speed between our headquarters facility at 201 W Washington Ave and the Femrite facility and moved our DR servers to the W Washington computer room. This objective is to complete our DR improvement plan by making the necessary improvements to equipment and processes so that we have a capability to resume production operations for core systems in 4 to 12 hours or less. Further enhancements to our DR capability will consider potential hot sites provided through contracts between DOA and operators of remote sites with larger geographic separation.

#### **Improve Testing**

We have been accumulating test scripts as we deploy new applications to improve our regression testing efficiency when making subsequent updates to those systems. Our next initiative is to establish effective load testing and to complete additional test scripts for greater coverage of our installed base of applications through automated testing. This will reduce the risk of deploying applications into the production environment that are not as fast as we expect or require. This will also increase the efficiency of our initial quality testing.

#### **Implement additional application portfolio management techniques**

DFI currently manages its portfolio of applications using a combination of methods. We plan to integrate those methods into a balanced scorecard approach that more explicitly defines the reasons for our investment in various application development or acquisition projects. This will include appropriate consideration to the 4 main factors of financial and customer results, operational efficiency, and organization capacity building.

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### Lean Government

DFI is actively engaged in the lean government initiative. In addition to the projects that focus on business process improvements and do not require software development, DFI is also including lean six/sigma techniques into our software development processes. We plan to continue to leverage these methods to reduce waste in the automated processes we create. We are also looking at some change management methods to help our customers adopt business process changes more efficiently.

#### II. Agency IT budget

FY 14 IT Salaries	923,045
+1%	9,230
FY 15 add-on (\$1.50 x 11 x 2080)	<u>34,320</u>
Total FY 15 Salaries	966,595
Fringe Benefits @ 37.55%	<u>362,957</u>
Total Salaries & FB	1,329,552
FY 14 Contractors w/ 2% Incr	1,318,758
Staff Training	11,000
Rent	58,300
Telecomm IT Staff	6,000
Other IT Equipment & Services	260,000
Increase (Bandwidth)	<u>36,000</u>
Estimated FY 15 Budget	3,019,610

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iii. Agency IT Employees in the Bureau of Information Technology

FTE:11
LTE:
Contractors:13
Open positions:0

IV. Agency Projects expected to cost \$1 million or more.

None of our current projects are expected to cost \$1 Million or more

V. Potential Agency Projects – List all potential agency IT projects expected to meet the \$1 million cost threshold

If legislation passes that requires a new agricultural lien system, the cost could reach \$1 million or more, depending on what the legislation requires. DFI plans to work with the State of Minnesota to leverage the work they have already done and we hope this will result in a lower cost than would otherwise be possible.

Provide just the following basic information for each potential project in the following table format.

Potential Project Name: Agricultural Liens
Description: Create and operate a new system to provide a central lien filing system for agricultural products
Anticipated Total Cost: Unknown until scope of the system is further defined
Resourcing: Unknown until legislation is passed

VI. IT Infrastructure Projects or Expenditures – Describe any projects or anticipated expenditures over \$100,000

DFI does not anticipate the need for any infrastructure projects that would exceed the \$100,000 threshold. Our largest expenditure category will be likely to be windows server licensing and fall under that threshold.

VII. Issues (OPTIONAL) – Identify and explain issues or other activities not described already that are influencing, or could influence, successful execution of your agency’s IT plan and about which DOA/DET should be aware

Contracting for IT Teams

In addition to the staff augmentation or small project needs that are filled by the RFS process, DFI needs to be able to periodically engage a full project team to develop and implement software or other technology products and services. Knowledge transfer is an important part of this need as well. DFI is working with the DOA Division of Procurement to activate the Service Procurement Management feature in the existing contract with TAPFIN. Making this contract accessible to a range of providers is important as subject matter expertise is a valuable element in getting the best value for the state.