

# INFORMATION TECHNOLOGY CONSOLIDATION UPDATE

REPORT TO THE JOINT LEGSLATIVE COMMITTEE ON THE BUDGET:  
JANUARY 2017 – MARCH 2017 QUARTER  
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# OVERVIEW

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[Act 712](#) of the 2014 Regular Session recreated the Office of Information Technology as the Office of Technology Services (OTS) and renamed the position of CIO as State Chief Information Officer. The Act also added authority for the CIO to oversee operation of information technology and provides for additional duties and responsibilities including:

- Establishing and coordinating all information technology systems and services across the executive branch of state government
- Acting as the sole centralized customer for the acquisition, billing, and record keeping of information technology systems or services provided to state agencies
- Reviewing, coordinating, approving, or disapproving requests by state agencies for information technology procurement
- Establishing master purchase contracts for equipment provided by individual manufacturers

[Act 712](#) also requires the state chief information officer to provide a quarterly report beginning October 1, 2014 to the Joint Legislative Committee on the Budget. The focus of the report is the status of the consolidation of the information technology functions of the executive branch of state government. The report must provide information on organizational changes within the division of administration, as well as organizational changes between the office of technology services and the other executive branch agencies. The report must also include information and data on personnel changes, changes in purchasing and procurement, and any budgetary changes that have occurred. The following report details information on these topics, if applicable.

# Organizational Changes within the Division of Administration

In May 2015, OTS submitted a business reorganization plan to the Division of Administration's Office of Human Resources and to the Department of State Civil Service. The reorganization is designed to improve OTS' service delivery capabilities and efficiency of operations, while simultaneously reducing costs. These goals can be achieved by restructuring organizational resources into functional groups tailored to meet the needs of the agencies served. Reorganization presents an opportunity to address redundancies and promote the benefits of specialization. OTS intends to capitalize on these opportunities through the thoughtful reallocation of positions as documented in the OTS business reorganization plan.

The planned structure is consistent with the previously published summary organizational charts of the proposed structure of the consolidated office that were provided to all OTS employees and posted [online](#) on the Reinvent IT website. An overview of the key services that will be provided by each OTS section are described in *Appendix A: Brief Overview of Key Functions by Section*. The current executive management team is depicted in Figure 1.

The previously published summary charts for each unit can be obtained on the Reinvent IT website:

- [Agency Relationship Management](#)
- Applications and Data Management\*: [Interim](#); [Final](#)
- [Data Center Operations](#)
- [End User Computing](#)
- [Network Services](#)
- [Office of Operations](#)
- [Production Support Services](#)
- [Project and Portfolio Management](#)
- [Strategy, Planning, and Administration](#)

\*The transition in the Applications and Data Management unit will take longer than the transition in other units. Thus, the Interim represents the structure that will be achieved through the business reorganization process, with the Final chart depicting the structure that will be ultimately achieved over a longer time period.

The business reorganization plan that was submitted consisted of the following supporting documentation:

- Memorandum stating the need for the business reorganization
- Current organizational chart

- Proposed individual level organizational charts
- Updated SF-3s (i.e., position descriptions) for all positions
- Explanations for positions reallocated to lower or higher pay scale groups
- A draft of a letter to notify employees in positions proposed for downward allocation

**There is no reduction in the workforce associated with a business reorganization.** However, in a business reorganization, positions may retain their current allocation, positions may allocate to a higher level job, or positions may allocate to a lower level job. The business reorganization process affords incumbents in classified positions the ability to retain certain eligibilities, such as no loss in pay due to business reorganization changes and placement on a Department Preferred Reemployment List if moved to a lower level job (see [Chapter 5](#) of the Human Resources Handbook). All State Civil Service rules regarding employee pay are observed (see [Chapter 6](#) of the Human Resources Handbook).

In January 2016, the Department of State Civil Service “returned without action” the original business reorganization plan to OTS pending a review by the newly elected administration. The new administration engaged in an active assessment of the IT consolidation initiative as a whole as well as the plan submitted to Department of State Civil Service (DSCS). Division of Administration Commissioner Jay Dardenne and his staff has communicated with OTS management and OTS’ customer agencies, and determined last quarter that authority for select groups of positions would be delegated to certain customer agencies until the positions can ultimately be transferred. Specifically, the delegations included:

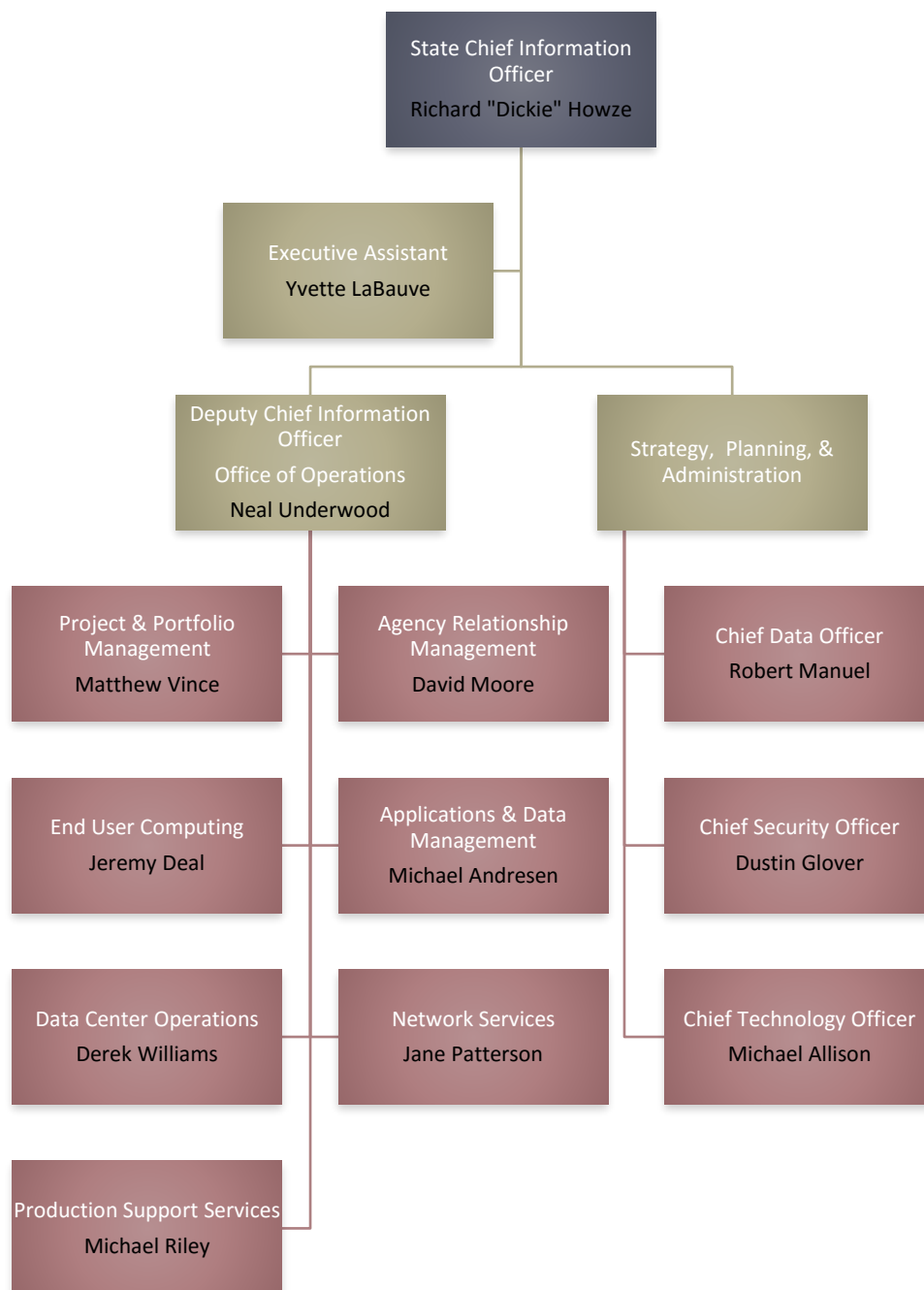
- Nine Intelligent Traffic System (ITS) positions and six Customer Advocates and Advisors (CAA) positions that will be administered by the Louisiana Department of Transportation and Development
- Twenty-one Louisiana Wireless Information Network (LWIN) statewide radio positions that will be administered by the Louisiana Department of Public Safety

Commission Dardenne stated that the IT consolidation initiative would not be dismantled. However, in light of the delegations which were executed in the third quarter of FY16, OTS was tasked with modifying the business reorganization plan accordingly. In July 2016, OTS submitted a revised business reorganization plan that followed the process [outlined in State Civil Service guidelines](#) that was followed with the prior iteration of the reorganization plan. The revised plan took into account employee feedback received during the comment period associated with the first plan submission, guidance from the Division of Administration’s Office of Human Resources, input from the administration within the Division of Administration, and guidance from the Department of State Civil Service.

In September 2016, OTS received tentative approval from the Department of State Civil Service. All employees in positions identified for downward allocation in the reorganization plan were individually notified by hand-delivered memo. All employees were provided access to electronic copies of the planned individual level organizational charts. The full reorganization plan was made available in the Division of Administration Office of State Human Capital Management. Civil Service process includes an

employee comment period. The comment period ended October 10, 2016, and the Department of State Civil Service granted OTS final approval of the plan. The final approval letter is shown in *Appendix B: Business Reorganization Final Approval Letter*. OTS proceeded with executing the title and allocation changes in accordance with the approved plan which, according to Civil Service rule, became effective 30 days after final approval of the plan.

**Figure 1. Top Level Organizational Chart for the Office of Technology Services**



# Organizational Changes within the Executive Branch

There are no changes to report in this quarter.

## Personnel Changes

There are no personnel changes to report in this quarter.

## Changes in Purchasing and Procurement

There are no changes to report in this quarter.

## Budgetary Changes

There were no BA-7s executed in this quarter. Thus, the means of financing and authorized positions, reported separately in the following tables for each of the three OTS programs, remain the same as reported at the end of the last quarter.

Table 1. Means of Financing: OFFICE OF TECHNOLOGY SERVICES\*

MEANS OF FINANCING	INITIAL FY16	Q1 +/-	Q2 +/-	Q3 +/-	Q4 +/-	REVISED FY16
STATE GENERAL FUND		\$-	\$-	\$-	\$-	\$-
INTERAGENCY TRANSFERS	\$229,428,668	\$(883,252)	\$-	\$-	\$-	\$228,545,416
FEES & SELF-GENERATED	\$25,000	\$-	\$-	\$-	\$-	\$25,000
STATUTORY DEDICATIONS		\$-	\$-	\$-	\$-	\$-
INTERIM EMERGENCY BOARD		\$-	\$-	\$-	\$-	\$-
FEDERAL		\$-	\$-	\$-	\$-	\$-
<b>TOTAL</b>	<b>\$229,453,668</b>	<b>\$(883,252)</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$228,570,416</b>

\*The adjustments include all categories of expenditures (i.e., personal services, operating services, professional services, travel and training).

Table 2. Authorized Positions: OFFICE OF TECHNOLOGY SERVICES

	INITIAL FY16	Q1 +/-	Q2 +/-	Q3 +/-	Q4 +/-	REVISED FY16
T.O. POSITIONS	665	-9	0	0	0	656
OTHER CHARGE POSITIONS	9	0	0	0	0	9
<b>TOTAL</b>	<b>674</b>	<b>-9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>665</b>

Table 3. Means of Financing: OFFICE OF ADMINISTRATIVE SERVICES\*

MEANS OF FINANCING	INITIAL FY16	Q1 +/-	Q2 +/-	Q3 +/-	Q4 +/-	REVISED FY16
STATE GENERAL FUND		\$-	\$-	\$-	\$-	\$-
INTERAGENCY TRANSFERS	\$18,722,887	\$-	\$-	\$-	\$-	\$18,722,887
FEES & SELF-GENERATED	\$150,000	\$-	\$-	\$-	\$-	\$150,000
STATUTORY DEDICATIONS		\$-	\$-	\$-	\$-	\$-
INTERIM EMERGENCY BOARD		\$-	\$-	\$-	\$-	\$-
FEDERAL		\$-	\$-	\$-	\$-	\$-
<b>TOTAL</b>	<b>\$18,872,887</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$18,872,887</b>

\*The adjustments include all categories of expenditures (i.e., personal services, operating services, professional services, travel and training).

Table 4. Authorized Positions: OFFICE OF ADMINISTRATIVE SERVICES

	INITIAL FY16	Q1 +/-	Q2 +/-	Q3 +/-	Q4 +/-	REVISED FY16
<b>T.O. POSITIONS</b>	65	0	0	0	0	65
<b>OTHER CHARGE POSITIONS</b>	0	0	0	0	0	0
<b>TOTAL</b>	<b>65</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>65</b>

Table 5. Means of Financing: OFFICE OF TELECOMMUNICATIONS MANAGEMENT\*

MEANS OF FINANCING	INITIAL FY16	Q1 +/-	Q2 +/-	Q3 +/-	Q4 +/-	REVISED FY16
STATE GENERAL FUND	\$-	\$-	\$-	\$-	\$-	\$-
INTERAGENCY TRANSFERS	\$50,261,490	\$(2,391,096)	\$-	\$-	\$-	\$47,870,394
FEES & SELF-GENERATED	\$843,473	\$-	\$-	\$-	\$-	\$843,473
STATUTORY DEDICATIONS	\$-	\$-	\$-	\$-	\$-	\$-
INTERIM EMERGENCY BOARD	\$-	\$-	\$-	\$-	\$-	\$-
FEDERAL	\$-	\$-	\$-	\$-	\$-	\$-
<b>TOTAL</b>	<b>\$51,104,963</b>	<b>\$(2,391,096)</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$48,713,867</b>

\*The adjustments include all categories of expenditures (i.e., personal services, operating services, professional services, travel and training).

Table 6. Authorized Positions: OFFICE OF TELECOMMUNICATIONS MANAGEMENT

	INITIAL FY16	Q1 +/-	Q2 +/-	Q3 +/-	Q4 +/-	REVISED FY16
<b>T.O. POSITIONS</b>	107	-26	0	0	0	81
<b>OTHER CHARGE POSITIONS</b>	0	0	0	0	0	0
<b>TOTAL</b>	<b>107</b>	<b>-26</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>81</b>



# Appendix A: Brief Overview of Key Functions by Section

Section	Function	Description
AGENCY RELATIONSHIP MANAGEMENT	Business Relationship Management	<p><u>Supports service strategy</u></p> <ul style="list-style-type: none"> <li>Identifies stakeholders and specify strategic requirements and funding to provide business case for potential opportunities to the IT organization</li> </ul> <p><u>Facilitates service design</u></p> <ul style="list-style-type: none"> <li>Validates customer requirements and ensures customer involvement in design activities</li> </ul> <p><u>Coordinates service transition</u></p> <ul style="list-style-type: none"> <li>Coordinates customer involvement in service transition processes and ensures validation of release schedules</li> <li>Plans, directs and coordinates the development and distribution of informational material about IT services to agencies</li> <li>Communicates the scope, performance metrics, objectives, cost, and roles and responsibilities of services to end users</li> </ul> <p><u>Supports service operations</u></p> <ul style="list-style-type: none"> <li>Maintains the business relationships between Central IT and the departments to enable better linkage between IT as a service provider and the customer at the strategic and tactical levels</li> <li>Provides the key point of contact for agencies to provide direct support for agency IT operations</li> <li>Communicates scheduled outages, updates on major incidents</li> </ul> <p><u>Drives continuous service improvement</u></p> <ul style="list-style-type: none"> <li>Develops, negotiates, maintains and monitors shared service level agreements (SLAs) with agencies</li> <li>Reports service performance, facilitates reviews on ability to meet strategic objectives and initiate service improvement plans</li> <li>Evaluates and responds to customer satisfaction through service reviews, customer feedback and service level monitoring</li> </ul>
APPLICATIONS & DATA MANAGEMENT	Web / Portal Services	<ul style="list-style-type: none"> <li>Responsible for website design, development and hosting of State and department websites as needed</li> <li>Provides solutions, technical consulting, design, and coding for projects for the enterprise</li> <li>Researches new technology and development approaches and creates best practices along with the architecture and strategy teams</li> <li>Mentors various teams on design and coding best practices, portal design, service-oriented architecture, and reuse opportunities</li> <li>Meets predefined service level expectations to serve the need of the departments</li> </ul>
	GIS	<ul style="list-style-type: none"> <li>Manages application development, enhancement, maintenance and administration for GIS applications and data management</li> <li>Supports GIS users throughout a variety of State agencies, departments and offices</li> <li>Ensures that system and functional architecture priorities are consistently applied to GIS applications</li> </ul>
	Application Development	<ul style="list-style-type: none"> <li>Includes application development, business process support, reporting and administration and application architecture</li> <li>Develops and maintains user interfaces, business logic tier and database elements for custom applications</li> <li>Interacts heavily with end-users in partnership with Agency Relationship Managers, throughout the development life-cycle, including requirements gathering, testing, implementation and production support</li> </ul>

STRATEGY, PLANNING, AND ADMINISTRATION		<ul style="list-style-type: none"> <li>• Uses problem solving skills and new technology research to enhance enterprise systems, software packages, and internal tools</li> <li>• Creates and conducts test plans for development projects and evaluates third-party products</li> <li>• Analyzes existing systems against IT and business strategies and makes well-defined recommendations and execution plans for efficiency and architecture/design improvements within and outside the execution of current projects</li> <li>• Resources delegated back to the agencies for certain applications</li> </ul>
	Application Management	<ul style="list-style-type: none"> <li>• Supports and monitors applications; supports and effectively transitions ongoing improvements to end users</li> <li>• Manages the release build process, including bug resolution and determining the features to be included in each build</li> <li>• Support and maintains multiple application environments (Development, Quality Assurance, Staging and Production) required for software fixes and new features to be developed, tested and approved for use in the production system</li> <li>• Resources delegated back to the agencies for certain applications</li> </ul>
	Database Services	<ul style="list-style-type: none"> <li>• Involved in the analysis, design, development, and maintenance of enterprise data models</li> <li>• Responsible for formulating and implementing client database needs, providing insight into data architecture and uses of the design</li> <li>• Designs for recovery, high availability, performance and maintenance and monitors the standards, procedures, integrity and integration</li> <li>• Collaborates with data modelers to facilitate design for logical and physical database models</li> </ul>
	Quality Assurance	<ul style="list-style-type: none"> <li>• Maintains rigorous quality controls throughout the application project lifecycle helping ensure both the right solution is delivered and the solution is delivered to meet the quality standards</li> <li>• Maintains test instances and standard test protocols for State systems, and conducts technical validation and user-acceptance testing</li> <li>• Contributes to maintenance for the lifecycle of existing applications</li> </ul>
	Data and Information Management	<ul style="list-style-type: none"> <li>• Works with management to create reports based on ad hoc user needs</li> <li>• Takes requirements from management and turns them into design specifications used to develop reports</li> <li>• Writes extract programs and develops statistical reports to meet the operational needs of the departments</li> <li>• Responsible for the development and maintenance of data warehouse application programs</li> </ul>
	Strategic Planning	<ul style="list-style-type: none"> <li>• Provides structure, guidance and delivery of multi-year IT strategic plan, integrates planning with governance activities</li> </ul>
	Governance	<ul style="list-style-type: none"> <li>• Support the four IT governance boards that will be formed:               <ol style="list-style-type: none"> <li>1. Enterprise IT Services Board</li> <li>2. Enterprise Technology Governance Board</li> <li>3. Enterprise Data Governance Board</li> <li>4. Enterprise Information Security Governance Board</li> </ol> </li> </ul>
	Policy and Standards	<p><u>Information Security</u></p> <ul style="list-style-type: none"> <li>• Establishes and maintains a vision, strategy, and program that enables the State's physical and data assets to be adequately protected</li> <li>• Directs staff in identifying, developing, implementing and maintaining policies and processes to reduce risks</li> <li>• Anticipates, responds to, monitors and develops mitigation procedures for enterprise security incidents.</li> </ul> <p><u>Data</u></p> <ul style="list-style-type: none"> <li>• Oversees the "business side" of the State's information assets</li> <li>• Focuses on establishing and ensuring adherence to a framework for data governance policies, standards, and practices</li> <li>• Formulates near-term and long-range strategies for sharing data across the enterprise and between agencies</li> </ul>

		<ul style="list-style-type: none"> <li>• Defines required level of data consistency and quality to meet business needs</li> </ul> <p><u>Technology</u></p> <ul style="list-style-type: none"> <li>• Defines the IT architecture to align key technologies with the mission and priorities of the State</li> <li>• Leads all aspects of developing and implementing a comprehensive technology strategy</li> <li>• Collaborates with key stakeholders to identify opportunities to reduce overall IT costs, share IT services, and improve effectiveness of State operations through IT development of architectural solutions and promulgation of technology standards</li> <li>• Promotes technology innovation in support of the State's business needs</li> </ul>
OFFICE OF OPERATIONS	Service Planning and Management	<ul style="list-style-type: none"> <li>• Focuses on the operational and tactical issues in delivery of IT services such as service improvement and customer satisfaction to manage IT's service levels with the business stakeholders</li> <li>• Responsible for operational oversight of agency relationship management, portfolio management, operations and delivery of services such as end user support, applications and data management, data center operations, network and IT security</li> <li>• Participates and assists in the preparation of the annual budgeting plan for each IT functional area, and coordinates the contract and resource management efforts</li> <li>• Evaluates and refreshes the portfolio of services that can be offered most cost-effectively</li> </ul>
	Service Reporting and Analysis	<ul style="list-style-type: none"> <li>• Analyzes and reports on IT service quality and efficiency; identifies and reports on opportunities for improvement and key trends</li> </ul>
	IT Finance and Budgeting	<ul style="list-style-type: none"> <li>• Works closely with sub-function managers on cycle forecasts, chargeback management, contract management, rate case planning, and annual IT budget planning in collaboration with strategic planning /governance; seeks to manage the true costs of IT</li> </ul>
	IT Purchasing and Procurement	<ul style="list-style-type: none"> <li>• Enables effective decision-making on purchasing technology collaboratively and in accordance with enterprise standards</li> </ul>
	IT Licensing and Contracts Management	<ul style="list-style-type: none"> <li>• Provides a comprehensive support for all IT contracts and licensing</li> </ul>
	IT Vendor / Provider Management	<ul style="list-style-type: none"> <li>• Develops /implements the vendor sourcing strategy, manages performance to optimize cost, risk, benefit and service management</li> </ul>
	Chargeback / Rate Setting	<ul style="list-style-type: none"> <li>• Develops rates that reflect appropriate cost for each service and provides transparent information to end users about use and fees</li> </ul>
	Service Catalog Development	<ul style="list-style-type: none"> <li>• Develops service catalog in alignment with overall IT strategy; partners with functions to determine forward looking service needs</li> <li>• Assesses customer demand in support of development, transition, operation and retirement of services in the catalog</li> </ul>
PROJECT & PORTFOLIO MANAGEMENT	Portfolio Management	<ul style="list-style-type: none"> <li>• Manages the portfolio of centrally-supplied IT services, projects, and reviews portfolio performance</li> <li>• Works with IT Governance groups to define scope and direction for overall investment</li> <li>• Conducts benefit and risk optimization, active portfolio monitoring and business environment change adaption</li> <li>• Supports generation and maintenance of an inventory of IT assets</li> </ul>
	Program and Project Management	<ul style="list-style-type: none"> <li>• Pooled group of resources dispatched to specific projects</li> <li>• Manages the project schedule, scope, budget, and quality so they align with leadership expectations</li> <li>• Focuses on multiple project timing, sequencing and interdependencies and prioritize projects accordingly</li> <li>• Reviews project change requests in terms of their impact to the baseline schedule, cost, scope, and quality versus their expected benefits or necessity to stay aligned with the project's business objectives</li> <li>• Applies Louisiana project and portfolio management approach to manage projects and programs. Detailed information covered in IT Project and Portfolio Management Strategy</li> <li>• Manages the coordination of project delivery, measurement of results, change and risk management, budgeting, scheduling, resource allocation and metrics definition</li> </ul>
	Resource Deployment	<ul style="list-style-type: none"> <li>• Manages and deploys pooled resources (application development, business analysis, communications and training etc.)</li> </ul>

END USER COMPUTING		<ul style="list-style-type: none"> <li>• Assigns resources to projects, monitor deployment and redeployment to departments for IT projects</li> <li>• Tracks resources and shared pool utilization and other staff metrics to support allocation of staff</li> <li>• Supports alignment of IT strategy with resourcing plans</li> </ul>
	Communication and Training	<ul style="list-style-type: none"> <li>• Pooled group of resources dispatched to specific projects</li> <li>• Provides communications about IT services, resources and develop training materials and conducts IT training</li> <li>• Engages end users about IT matters, integrates with service units to identify needs and creates end user training</li> <li>• Provides training support to projects – including project on-boarding, off-boarding, and other needs</li> <li>• Builds and manages IT staff training program</li> <li>• Conducts staff on-boarding / integration</li> </ul>
	Supports service strategy	<ul style="list-style-type: none"> <li>• Pooled group of resources that will be dispatched to different projects on a requested basis</li> <li>• Provides business and IT analysis in support of project conception, initiation and completion</li> <li>• Supports requirements gathering from departments, development of customer solutions</li> <li>• Supports alignment between business and IT and with enterprise IT standards</li> <li>• Identifies changes to the customer environment that could potentially impact the type, level or utilization of services provided</li> <li>• Helps preparing business case for change drivers and transformational changes</li> </ul>
	Service Desk	<ul style="list-style-type: none"> <li>• Single point of contact for end users for all incidents / issues / service requests regarding end user services</li> <li>• Access to the service desk services to users through multiple channels – Phone, Chat, Web-form etc.</li> <li>• Manages questions, service requests and incidents</li> <li>• Prioritizes and classifies events and determines the appropriate course of action</li> <li>• Restores normal service operation as quickly as possible to minimize the adverse impact on business operations</li> <li>• Proactively eliminates recurring incidents and minimizes the impact of incidents that cannot be prevented</li> <li>• Designs and collects customer service metrics and generate KPI reports</li> <li>• Support diagnoses and resolves issues using remote tools and manages knowledge base to improve service times and consistency</li> <li>• On-Site support provides support for end user HW/SW/Mobile/collaboration via dispatch processes</li> <li>• Level 2+ support facilitates support that requires escalation and intervention of functional teams</li> </ul>
	On-boarding and Provisioning	<ul style="list-style-type: none"> <li>• Provides for basic IT employee tools (laptops / desktops / mobile)</li> <li>• Creates and provides standard images as employee is on-boarded</li> <li>• Ensures that authorizes users for approved access for needed services,</li> <li>• Decommissions/de-provisions access rights to non-authorized users or departing employees</li> </ul>
	Configuration Management	<ul style="list-style-type: none"> <li>• Automated software deployments</li> <li>• Hardware and Software inventory</li> <li>• Device patch management</li> <li>• Profile administration</li> <li>• Endpoint Antivirus, threat detection and encryption</li> </ul>
	Service Management	<ul style="list-style-type: none"> <li>• Expert level guidance and training for staff</li> <li>• Root cause analysis</li> <li>• Service level evaluation and reporting</li> <li>• Process evaluation and improvement</li> <li>• Change and project management</li> </ul>

<b>Network Services</b>	Telecommunications	<ul style="list-style-type: none"> <li>• Establish and coordinate all telecommunications systems and telecommunications services affecting the management and operations of the executive branch of state government</li> <li>• Develop coordinated, and where appropriate, cooperative use telecommunications systems or telecommunications services within and among state agencies</li> <li>• Coordinate and approve all procurement activities related to: electronic transmission facilities, telephone systems, local and wide area network systems and services, video systems and services, facsimile systems, radio paging services, mobile telephone services, intercom and electro-mechanical paging systems, and any and all systems based on emerging and future telecommunications technologies</li> </ul>
	Voice Services	<ul style="list-style-type: none"> <li>• Develop and manage contracts for telephone services: long distance, toll free calling (800 numbers), local service trucking(Business Line, PBX Trunks, PRI, SIP) and various support services used in provisioning local and long distance calling</li> <li>• Manage local telephone service projects for agency moves, acquisition of electronic key systems, IP/PBX systems, Centrex service, and other telephone service</li> <li>• Provide IP telephony services and related applications such as Unified Communications (Presence, IM, Web Video, Web Meeting, Mobility, etc.) that are designed to run across the State's Local Area and Wide Area Networks</li> <li>• Provide contact center/automatic call distribution (ACD) systems, voice mail, statewide radio paging (beepers), BlackBerry service, emergency notification service, and other special application call handling systems</li> </ul>
	Network Services	<ul style="list-style-type: none"> <li>• Provide Internet access, secure Local Area Network Services and Wide Area Network services</li> <li>• Manage and provide 24/7 support of the Louisiana Secure Intranet (LSI) and the statewide backbone network: trouble resolution, service changes, and infrastructure deployment, configuration and maintenance</li> <li>• Manage carrier-provided services and infrastructure, including the statewide digital backbone network and other voice/data, and video network services</li> <li>• Manage network security elements: firewalls, intrusion prevention systems, content filtering, VPN, access control</li> <li>• Lead strategic network design planning for the State, including disaster recovery planning</li> <li>• Identify, test, and deploy new data communications technologies used in support of data, voice, and video applications</li> </ul>
	State Telephone Directory	<ul style="list-style-type: none"> <li>• Coordinate state government listings in local public telephone directories and public operator information services</li> <li>• Publish and maintain the online State Government Telephone Directory</li> <li>• Provide state government information operators (live and automated operator assistance)</li> </ul>
	Wire & Cable	<ul style="list-style-type: none"> <li>• Establish and administer statewide contracts for the provisioning of Wire and Cable systems to support voice/data/video needs of state government</li> <li>• Provide technical consultation to user agencies, including the planning, design, procurement, implementation/installation project management, inspection and acceptance of various cable/wire projects</li> </ul>
<b>DATA CENTER OPERATIONS</b>	Server Administration	<ul style="list-style-type: none"> <li>• Provides customers convenient, affordable access to physical or virtual computing and data-storage capacity, offering standard configurations and support levels, configuring, monitoring and sustained operation of server resources</li> <li>• Builds and deploys various server environments in support of applications</li> <li>• Focuses on performance management, troubleshooting and tuning of operating systems as used by the applications</li> <li>• Write scripts to automate, manage, and monitor the applications and the environment on the servers</li> <li>• Monitors, manages and reports the states and performance of the server with respect to the applications</li> <li>• Develops and implements policies and procedures to ensure server provisioning and maintenance</li> <li>• Supervises and/or coordinates the best use of server resources for open systems operations</li> </ul>
	Messaging	<ul style="list-style-type: none"> <li>• Administers email accounts, mail lists, and general purpose mailboxes</li> </ul>

PRODUCTION SUPPORT SERVICES		<ul style="list-style-type: none"> <li>• Maintains server configurations and client accounts and SPAM filtering solutions</li> <li>• Provides Directory and network administration to support messaging services</li> <li>• Monitors email services and log files on a routine basis to identify problems with the messaging servers</li> </ul>
	Data Center Facilities	<ul style="list-style-type: none"> <li>• Responsible for data center operations and support</li> <li>• Responsible for handling backups, monitoring error logs, supporting desktops/peripherals/office equipment, supporting the data center infrastructure, and application support</li> <li>• Evaluates performance of computer system and peripheral data processing equipment; determine cause of system and program failure</li> <li>• Monitors the infrastructure and its environment for changes and correlate instantly to system performance deviations, availability problems or security and compliance issues</li> </ul>
	Storage Administration	<ul style="list-style-type: none"> <li>• Builds and deploys various server environments in support of applications</li> <li>• Plans, designs and performance-tunes storage environments (SAN/NAS/Direct attached) to maintain data quality and availability</li> <li>• Oversees the day-to-day delivery of storage and backup services including technical operations of storage devices, data replication using storage software, and routine health checks</li> <li>• Ensures that service levels and compliance are maintained</li> <li>• Monitors all operational parameters done onsite or remotely with tools that provide utilization, performance and availability reports</li> </ul>
	High Capacity Printing	<ul style="list-style-type: none"> <li>• <b>Volume Printing:</b> High volume, high speed print services for organizations that require tens of thousands of images to be produced and mailed daily</li> </ul>
	State Printing	<ul style="list-style-type: none"> <li>• <b>Printing and printing services, in both digital and offset printing formats:</b> Flat forms, books, booklets, pamphlets, carbonless multipart forms, posters, rack cards, newsletters, posters, business cards, letterhead, envelopes, and other similar service.</li> <li>• <b>Complete print project consultation and management; brokering (outsourcing):</b> Customer document/electronic job file management</li> <li>• <b>Bindery services:</b> Punching, collating, shrink wrapping, perforating, stapling, padding, folding, bookbinding, and other similar services.</li> <li>• <b>Mailing services:</b> Direct-to-print with full variable data (mail merge) integration; custom mailing jobs (e.g., postcards, letters)</li> </ul>
	State Mail	<ul style="list-style-type: none"> <li>• <b>Messenger Mail Services:</b> Messenger service provides for the pickup and delivery of correspondence addressed to other state agencies without incurring postage or shipping charges. The service also includes the provision for OSMO to pick up mail addressed to its customers' post office boxes and deliver that mail with their interagency addressed mail.</li> <li>• <b>Application of Postage:</b> As part of the Messenger Mail Service, the Office State Mail Operations also picks up your outgoing mail and applies postage to it. Using some of the latest technology in the industry, our five (5) metering machines have the ability to process letters, flats and parcel sized mail at various USPS mail classes.</li> <li>• <b>Barcoding/Presorting:</b> This service is somewhat of a spinoff of the application of postage. Barcoding appends an IMb (Intelligent Mail Barcode) to letter sized mail. This barcode allows the mail to qualify for discounted postage pricing.</li> </ul>
	Production Control	<ul style="list-style-type: none"> <li>• <b>Batch Processing:</b> Set up and maintain production processing of batch jobs for multiple State Agencies.</li> <li>• <b>Batch Scheduling:</b> Scheduling of production jobs and printing must be conducted independently of software developers. Production Control schedules all production jobs using advanced automated schedulers and other utilities and modifies parameters for daily production.</li> <li>• <b>Quality Control:</b> Quality control checks will be performed on production runs to determine if there are any abnormal finishes that need to be reported to Application Developer staff. Daily production schedule listings will be produced and delivered to High Capacity Printing Operators.</li> </ul>



# Appendix B: Business Reorganization Final Approval Letter



**BYRON P. DECOTEAU, JR., DIRECTOR**

Post Office Box 94111  
Baton Rouge, LA 70804-9111  
Phone: 225-342-8274  
Fax: 225-342-8058  
[www.civilservice.la.gov](http://www.civilservice.la.gov)

October 10, 2016

Jay Dardenne  
Commissioner of Administration  
Division of Administration  
1201 North Third Street, Ste 7-210  
Baton Rouge, LA 70802

Dear Commissioner Dardenne:

The Department of State Civil Service is in receipt of your agency's letter dated July 11, 2016, requesting authority to downwardly reallocate sixty-two (62) employees as a result of a business reorganization of the Division of Administration, Office of Technology Services. We understand that agency management has determined that in order to facilitate greater efficiency within the agency, these actions are necessary and are justified by rational business reasons. Therefore, I approve of the agency moving forward with downward reallocations in accordance with Civil Service Rule 5.6.1 for the employees listed on Attachment A following this letter.

Civil Service Rule 6.8(b) provides that employees who are affected by a downward reallocation shall not have their base pay decreased. If an affected employee's pay is above the maximum for the new range, his pay shall be red-circled in accordance with Civil Service Rule 6.15.

Civil Service Rule 5.6.1 provides that any employees who are downwardly reallocated as a result of a business reorganization are eligible to be placed on a Department Preferred Reemployment List (DPRL). The Department for purposes of the DPRL is the Division of Administration.

**The following actions are required to complete this process:**

- Your agency must provide final notice to each impacted employee. A final notice template has been included for this purpose.
- Your agency must provide a copy of this letter to each impacted employee.
- Your agency must provide information to the SCS Compensation Division for placing impacted employees on the DRPL. To accomplish this, agencies are responsible for completing and returning the following forms within 15 days of the date of this letter.
  - DPRL Form
  - Report of Final Actions Taken

*Forms can be found on the State Civil Service Website within the Chapter 5 (Business Reorganization) portion of the HR Handbook.*

Please note that the position descriptions for the listed employees will be effective November 9, 2016, and that a hiring freeze is in place for all job titles that impacted employees held prior to the business reorganization. This freeze begins on October 10, 2016, the reorganization's approval date. The freeze is lifted upon the establishment of the Department Preferred Reemployment List.

We appreciate you working closely with State Civil Service on this reorganization. You may contact me at 225-342-8272 should you have any questions.

Sincerely,

A handwritten signature in blue ink, reading "B. Decoteau Jr.", with a stylized flourish at the end.

Byron P. Decoteau, Jr.  
Director  
State Civil Service

CO:BPD:kw

Cc: Richard (Dickie) Howze, Chief Information Officer, DOA - Office of Technology Services  
Cheryl Shilling, Human Resources Director, Division of Administration  
Samantha Harris, SCS Employee Relations Coordinator

Attachments: List of employees impacted  
Final notice template



## Attachment A

Employee	Current Job Title	Pay level		Proposed Job Title	Pay level	
Aaron Hollander	IT Management Consultant 1	TS	314	IT Technical Support Specialist 3	TS	313
Adolphus Obioha	IT Operations Shift Supervisor	TS	307	IT Equipment Operator 3	TS	305
Alonzo Johnson	IT Management Consultant 1	TS	314	IT Technical Support Specialist 3	TS	313
Antoine Madere	IT Applications Programmer/ Analyst 1	TS	310	IT Production Control Technician 3	TS	305
Brandy Darville	Administrative Supervisor 1	AS	609	IT Equipment Operator 1	TS	302
Brett Connison	IT Statewide Project Leader	TS	318	IT Statewide Project Officer	TS	316
C J Marchand	IT Management Consultant 1	TS	314	IT Technical Support Specialist 3	TS	313
Charles Sands	IT Director 3	TS	320	IT Deputy Director 2	TS	318
Charles Weimer Jr	IT Applications Project Leader	TS	314	IT Technical Support Specialist 3	TS	313
Cheryl Butler	IT Operations Shift Supervisor	TS	307	IT Production Control Technician 3	TS	305
Chuxing Chen	IT Technical Support Manager	TS	316	IT Technical Support Consultant- DCL	TS	315
Damon Breland	IT Management Consultant 1	TS	314	IT Technical Support Specialist 3	TS	313
Daniel Bieber	IT Technical Support Supervisor	TS	315	IT Technical Support Specialist 3	TS	313
David Couch	IT Technical Support Consultant- DCL	TS	315	IT Technical Support Specialist 3	TS	313
Devin King	IT Statewide Project Officer	TS	316	IT Management Consultant 1	TS	314
Diane Morin Crochet	IT Production Control Supervisor	TS	307	IT Equipment Operator 3	TS	305
Douglas Debailon	IT Management Consultant 1	TS	314	IT Technical Support Specialist 3	TS	313
Elizabeth Smith	IT Telecommunications Analyst Manager 1	TS	313	IT Telecommunications Technical Analyst 3	TS	311
Gary Beadle Jr.	IT Management Consultant 1	TS	314	IT Technical Support Specialist 3	TS	313
Hazel King	IT Operations Shift Supervisor	TS	307	IT Equipment Operator 3	TS	305
James Broussard	IT Technical Support Manager	TS	316	IT Technical Support Consultant- DCL	TS	315
Jo Ryan	Program Monitor-DHH	AS	618	IT Statewide Systems Analyst 2	TS	312
John Harrell	IT Management Consultant 1	TS	314	IT Technical Support Specialist 3	TS	313
Karen B. Smith	IT Office Specialist 3	TS	305	Administrative Coordinator 3	AS	609
Kenneth Wilks	IT Applications Programmer/ Analyst 1	TS	310	IT Statewide Systems Analyst 1	TS	309
Lakshmi Bobba	IT Management Consultant 1	TS	314	IT Technical Support Specialist 3	TS	313
Laura B. Evans	Administrative Assistant 5	AS	613	Administrative Coordinator 4	AS	611
Lisa Spurlock	IT Applications Project Leader	TS	314	IT Applications Programmer/ Analyst 2	TS	312
Mark Lococo	IT Telecomm Technical Analyst 1	TS	309	IT Technical Support Analyst 1	TS	307
Mary Wunstel	IT Technical Support Specialist 2	TS	312	IT Liaison Officer 4	TS	311
Merry Tanner	IT Technical Support Supervisor	TS	315	IT Technical Support Specialist 3	TS	313
Michael Dronet	IT Technical Support Supervisor	TS	315	IT Management Consultant 1	TS	314
Michael Newman	IT Management Consultant 1	TS	314	IT Statewide Systems Analyst 1	TS	309
Nadine Molliere	Procurement Manager 2 Non- Exempt	AS	618	IT Liaison Officer 4	TS	311
Nancy Einsiedel	IT Operations Shift Supervisor	TS	307	IT Equipment Operator 3	TS	305

Patricia Derozan	IT Management Consultant Supervisor	TS	316	IT Management Consultant 1	TS	314
Paula Jackson	Administrative Assistant 5	AS	613	Administrative Coordinator 4	AS	611
Phillip Huval	IT Management Consultant 2-DCL	TS	315	IT Technical Support Specialist 3	TS	313
Philip Melancon	IT Management Consultant 2-DCL	TS	315	IT Management Consultant 1	TS	314
Randall Cannon	IT Technical Support Supervisor	TS	315	IT Technical Support Specialist 3	TS	313
Rhonda Barber	IT Technical Support Supervisor	TS	315	IT Management Consultant 1	TS	314
Robert Johnson	IT Applications Programmer/Analyst 1	TS	310	IT Production Control Technician 3	TS	305
Sandra Allen	IT Management Consultant 1	TS	314	IT Technical Support Specialist 3	TS	313
Sanjay Thaker	IT Management Consultant 2-DCL	TS	315	IT Statewide Systems Program Analyst	TS	314
Shailaja Ramananda	IT Management Consultant 1	TS	314	IT Technical Support Spec 3	TS	313
Sharon Tyson	Administrative Assistant 6	AS	614	Administrative Assistant 5	AS	613
Sherie Harrison	IT Technical Support Consultant-DCL	TS	315	IT Technical Support Specialist 2	TS	312
Sondra Daigle	IT Operations Shift Supervisor	TS	307	IT Equipment Operator 3	TS	305
Stanley Washington	IT Management Consultant 1	TS	314	IT Technical Support Specialist 3	TS	313
Steven Houston	IT Operations Shift Supervisor	TS	307	IT Equipment Operator 3	TS	305
Suzanne Seefield	IT Telecommunications Technical Analyst 3	TS	311	IT Technical Support Specialist 1	TS	310
Syed Ahmed	IT Director 3	TS	320	IT Statewide Project Leader	TS	318
Tammy Morris	IT Technical Support Supervisor	TS	315	IT Management Consultant 1	TS	314
Tapan Sarkar	IT Management Consultant 1	TS	314	IT Statewide Systems Analyst 2	TS	312
Theodore Hansen	IT Technical Support Supervisor	TS	315	IT Technical Support Specialist 3	TS	313
Troy Morris	IT Technical Support Supervisor	TS	315	IT Management Consultant 1	TS	314
Vicki Breaux	Administrative Assistant 5	AS	613	Administrative Coordinator 4	AS	611
Wade Howard	IT Operations Shift Supervisor	TS	307	IT Equipment Operator 3	TS	305
Warren Huffty	IT Management Consultant 2-DCL	TS	315	IT Management Consultant 1	TS	314
Wayne Narcisse	IT Technical Support Manager	TS	316	IT Technical Support Supervisor	TS	315
Wendy Williams	IT Technical Support Supervisor	TS	315	IT Technical Support Specialist 3	TS	313
Zachary Landry	IT Technical Support Supervisor	TS	315	IT Management Consultant 1	TS	314

To: **Employee's Name**  
From: Richard "Dickie" Howze  
Chief Information Officer, Office of Technology Services  
Subject: **State Civil Service Director's Approval of Business Reorganization**  
Date: October 12, 2016

As you are aware, OTS submitted a business reorganization plan for consideration to the Department of State Civil Service. The State Civil Service Director approved this plan effective October 10, 2016. As a result of this business reorganization, your position will be downwardly reallocated from \_\_\_\_\_ to \_\_\_\_\_ effective November 9, 2016. Your salary will not be affected by this downward reallocation.

All personnel actions required to implement this business reorganization will be taken in accordance with Chapters 5 and 6 of the Civil Service Rules. These Rules, along with other business reorganization information, including a copy of the plan approved by the Director of State Civil Service, are available from DOA's Office of Human Resources. Ms. Cheryl Schilling, Human Resources Director, is available to answer any questions you may have regarding the business reorganization process. She can be contacted at:

Ms. Cheryl Schilling  
Office of Human Resources  
Claiborne Building, Suite 3-130  
1201 North Third Street  
Baton Rouge, Louisiana 70804  
[Cheryl.Schilling@la.gov](mailto:Cheryl.Schilling@la.gov)  
(225) 342-6060

The Rules applicable to this business reorganization are also available on the Department of State Civil Service website at [www.civilservice.la.gov](http://www.civilservice.la.gov). Permanent employees who are negatively impacted by the application of these rules **may** have the right to file an appeal to the Civil Service Commission in accordance with Chapter 13 of the Civil Service Rules. In accordance with Chapter 13, any appeal must be filed within 30 calendar days of receipt of this written notice.

Civil Service Rule 6.8(b) provides that employees who are affected by a downward reallocation shall not have their base pay decreased. Civil Service Rule 6.15 provides that employees who are affected by a downward reallocation and whose salary is above the maximum of the pay range for the new job title resulting from the reorganization shall have their existing salary red-circled.

Civil Service Rule 5.6.1 provides that employees who are affected by a downward reallocation are eligible to be placed on a Department Preferred Reemployment List (DPRL). You should by now have completed and returned the Department Preferred Reemployment List Form previously sent to you. If not, please do so no later than October 18, 2016. Completion of this form will ensure preservation of your preferred reemployment rights.

We are available to assist you in any way we can. Do not hesitate to contact our Office of Human Resources with any questions you may have.

Attachment: SCS Director Approval Letter

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For agency files: This notice was   hand delivered OR  mailed to the employee on: \_\_\_\_\_

Signature of agency person handling this action: \_\_\_\_\_