Program Report Card: Enterprise Hosting Services (DOIT)

Quality of Life Result: Uninterrupted delivery of critical State services to agencies and their customers.

Contribution to Result: DOIT provides a secure, reliable and dynamic hosting environment for 112 IT systems and uninterrupted data access for over 80 state agencies which deliver direct services to the citizens of Connecticut.

Hosted systems include the state's most critical public health, human service, safety and financial applications, including those that manage access to social and human service programs, process motor vehicle and occupational licenses, registration and fees, support the collection of federal reimbursement dollars, process financial transactions for the State, and enable law enforcement on the state and local levels to access vital data. There are more than 10,000 authorized /active users of these systems. Agencies rely on these services to conduct more than 4 million transactions are processed per day, in addition to 500,000 database queries per day across 14 out of 197+ production databases.

Partners: Agencies, and many commercial vendors supporting agency services, are partners in ensuring the most efficient use of resources, including the use of shared resources/platforms when possible and strict adherence to IT management procedures.

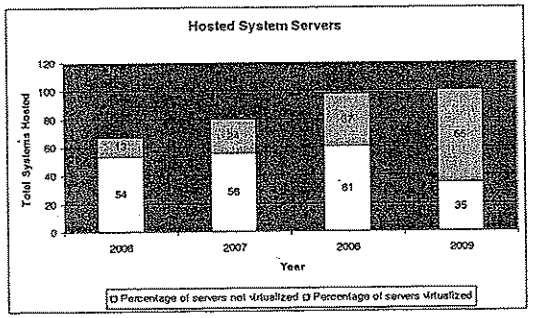
Performance Measure 1
Percentage of Virtualized Servers

DOIT is constantly reviewing its physical environment to contain costs. The main strategy is "server consolidation" - the process of relocating applications that reside on separate hardware components onto a single piece of hardware.

Story behind the baseline:
A higher number of "virtualized" servers in the data center indicates a more efficient environment. Sixty-five percent of DOIT-managed Wintel servers now use virtualization technology, enabling DOIT to support more agency applications using existing equipment.

Virtualization also reduces energy costs as physical equipment is removed from service, and enhances disaster recovery capabilities by providing a more standard environment.

Proposed actions to turn the curve:
DOIT will continue to consolidate servers to keep Data Center operations cost-effective, efficient, and lower energy consumption.



Performance Measure 2
Reduction in "Severity One" Incidents

DOIT's "continuous improvement" initiatives include its multi-year Operational Excellence program, which has generated process improvements,