

FY-2012 FACT SHEET

ENABLING STATUTE: §5A-6-1

- 1) The Office of Technology (OT) is responsible for providing leadership and direction of information technology (IT) for the state government and also responsible for the administration of technology infrastructure for agencies reporting to the Governor. High level goals include: enhancing the statewide technology infrastructure to attract commerce, using technology to make government services readily available, and advancing education with the latest technology to maximize opportunities. The OT provides highly reliable, secure, and cost effective technology services to 23,097 computers and 18,706 network users. Services include: maintenance and support of computers and networks, project management, network security, application development, technology training, central mail room, telecommunications billing, and IT procurement contract management. The OT strategically maintains staff throughout the state to ensure any state government location can be accessed within two hours or less.

- 2) Services are delivered by approximately 200 full-time and temporary employees. Services are supplemented by specialized contract services and staff on an as-needed basis.

- 3) Services are provided to all departments that are participating in the IT consolidation initiative. These departments include: Administration, Commerce, Environmental Protection, Health and Human Resources, Military Affairs and Public Safety, the Public Service Commission, Transportation, Revenue, and several independent boards and commissions. Plans for consolidation with additional independent boards and commissions are underway.

- 4) Funding for the Office of Technology is Appropriated Special Revenue derived from charges for services to state agencies. Funding for Information Services & Communications is Appropriated Special Revenue derived from charges for services to state agencies and Non-Appropriated Special Revenue derived from charges for central mail and telecommunication billing services to state agencies. IT spending continues to decrease due to continued consolidation and efficiency efforts.

- 5) Information Services & Communications:

FY 2012 budget:	\$74,065,458	57%	\$42,463,344	Appropriated Special Revenue
		43%	\$31,602,114	Non-Appropriated Special Revenue
Office of Technology				
FY 2012 budget:	\$ 1,886,044	100%	\$ 1,886,044	Appropriated Special Revenue

- 6) FY 2011 Service Desk statistics:
 The total number of service tickets for FY 2011 was 111,885. Service level requirements were met or exceeded 97% of the time. Overall Customer Satisfaction, as measured by random surveys, averaged 4.84 out of 5. This equates to "highly satisfied."

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- 7) Disaster Recovery (DR) at the enterprise server (mainframe) level continues to be managed through a contractual agreement. OT has acquired a secondary data center which will serve as a DR site for the large volume of state applications, data, and communications systems that currently reside on the central and distributed server and hardware environments. Agency business units must define the value and criticality of their business applications and identify those that will need to be operated from the secondary data center in a DR situation.

- 8) The enterprise server houses several critical business applications. These applications include: the state financial and human resources systems; driver's licenses and vehicle registration systems; unemployment compensation systems; child support systems; and integrated eligibility systems for TANF, SNAP, Medicaid, and other assistance programs.

- 9) The OT is managed by the Cabinet Secretary of the Department of Administration and the Governor.

- 10) Kyle D. Schafer
Chief Technology Officer
1900 Kanawha Blvd East
Building 5, 10th Floor
Charleston, WV 25305
Phone: (304) 558-8101
Kyle.D.Schafer@wv.gov