

Office of the State CIO



**Statewide Information
Technology Survey
Preliminary Findings**



Survey Methodology

In an effort to baseline key statewide information technology (IT) information, the Office of the State Chief Information Officer (OCIO) of California conducted a statewide survey in June 2008.

- 123 entities were given the survey, 92 responded
- The OCIO estimates the study represents about a 94% sampling of statewide data based on the size of the non-respondents.
- The responses were reviewed for anomalies, respondents were contacted for validation/correction
- Staffing, server, total IT spend, and project counts were validated against other data sources.

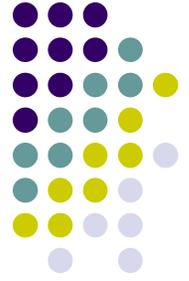
Preliminary Findings



Infrastructure

- The State owns approximately **409,000 sq. ft. of floor space in 405 locations** dedicated to data centers and server rooms.
- Only five respondents (including the Department of Technology Services) reported having mainframe systems. Floor space dedicated to mainframe computing is 30,748 sq. ft., or approximately 7.5% of the total 409,000 sq. ft.
- Respondents reported supporting 16,364 mobile devices

Preliminary Findings



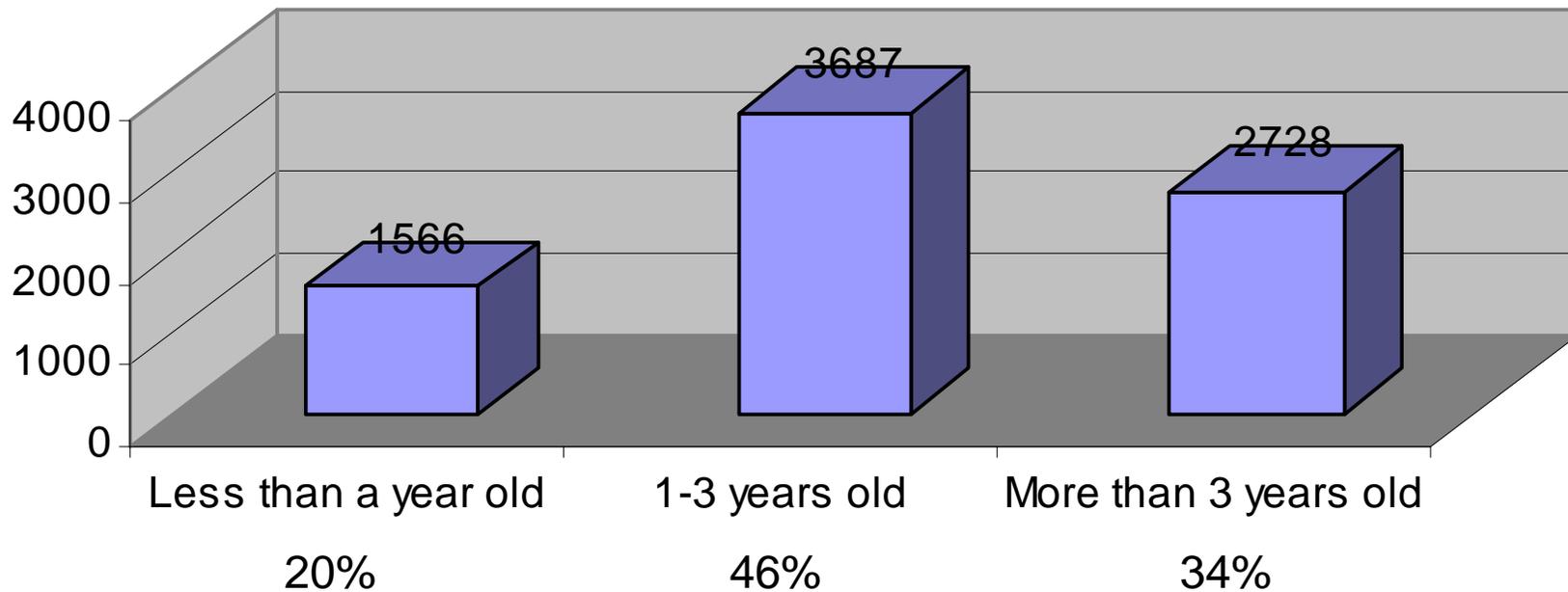
The State owns and operates **9,494 servers** broken down by the following uses.

▪ Application Servers	2,570
▪ Other	1,532
▪ File/Print	1,455
▪ Database Servers	1,284
▪ Web Servers	784
▪ Email	637
▪ DNS/DHCP	588
▪ Presentation (Web) Server	398
▪ Middleware Servers	246

Preliminary Findings



The State's servers have the following age breakdown

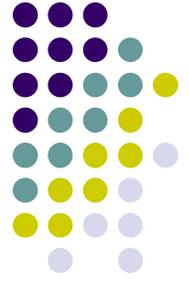


Preliminary Findings



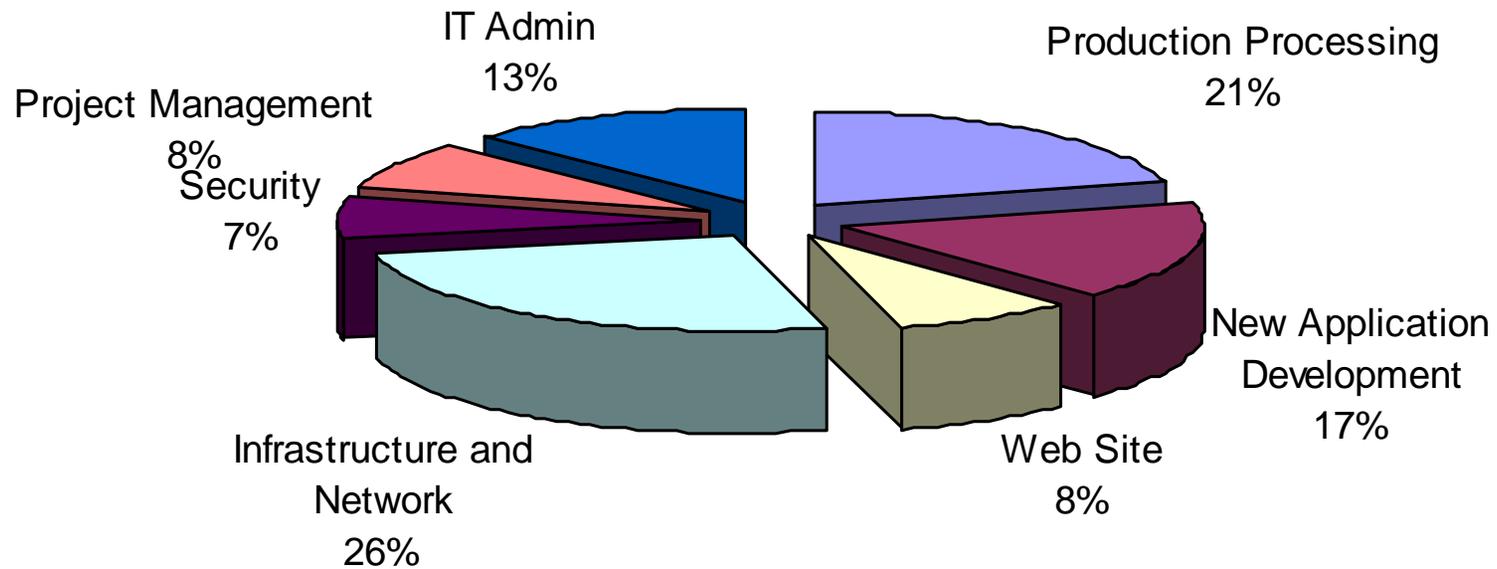
Staffing

- Respondents reported **8,009 statewide IT staff** out of 217,418 general staff.
- In addition to the state staff, respondents reported using **vendors** to supplement state staff. They reported an **equivalent to 430 PYs**.



Preliminary Findings

Staffing assignment was reported as show below

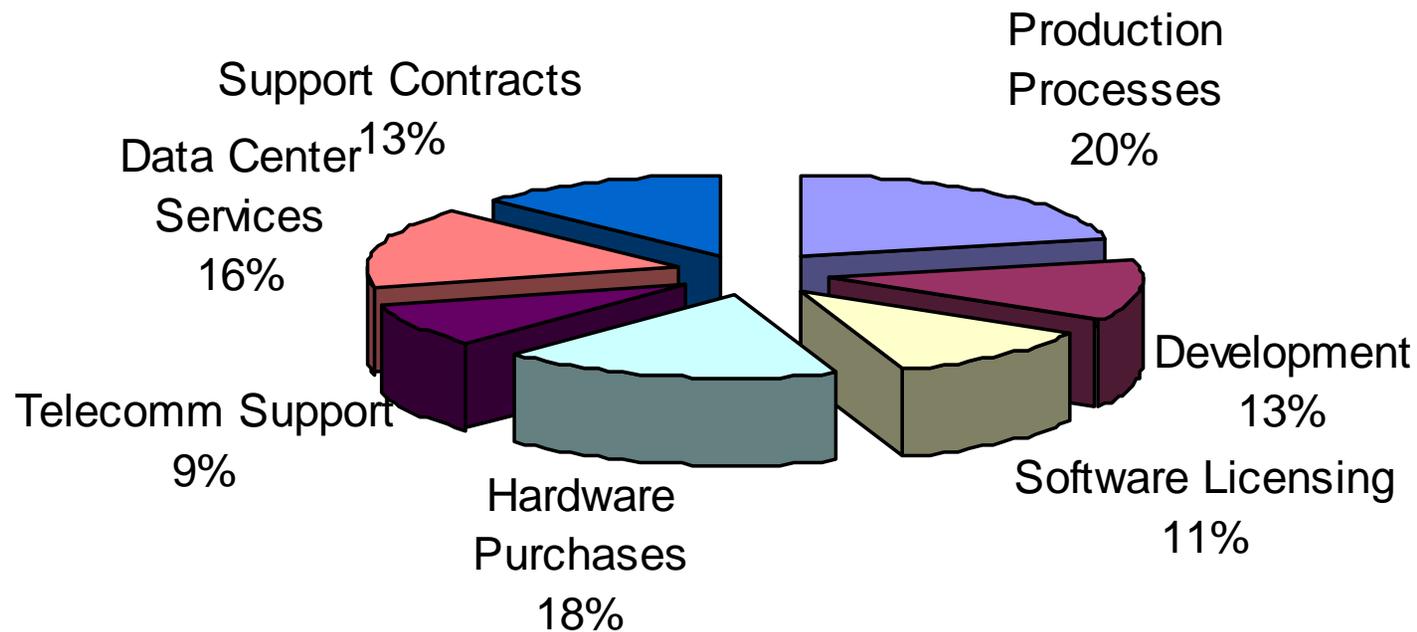




Preliminary Findings

IT Budget

- Respondents reported **statewide IT expenditures of about \$1.3 billion** in the following proportions.





Preliminary Findings

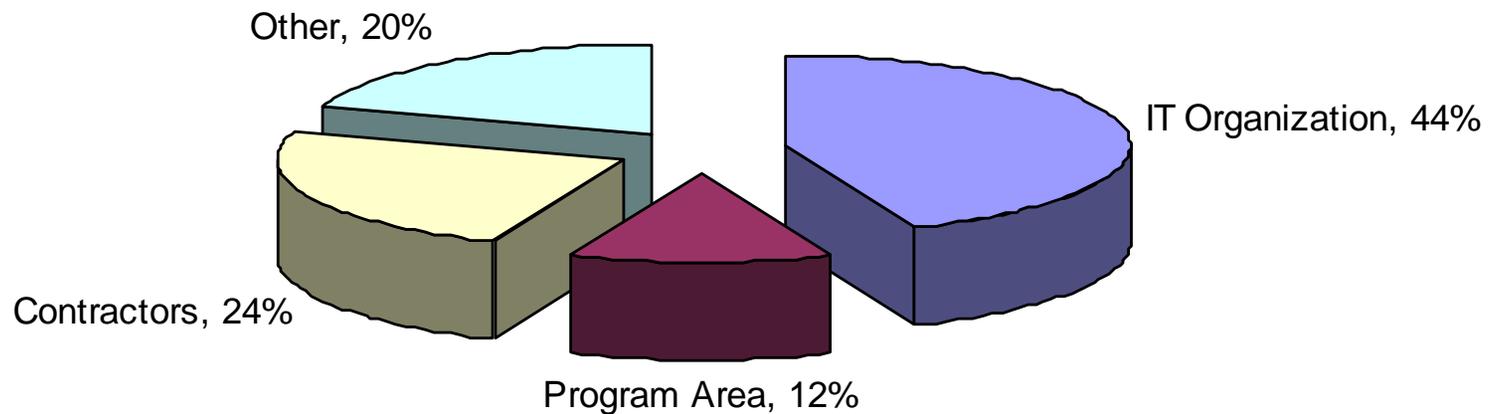
Projects and Project Management

- Respondents reported **105 active reportable** IT projects and **480 active non-reportable** projects.
- **28** of 92 organizations reported **having a project management office**. PMOs for organizations with:
 - less than 200 staff = 0
 - 201-1000 staff = 7
 - more than 1000 staff = 21

Preliminary Findings



- Who typically writes Feasibility Study Reports?





Preliminary Findings

Reporting and Organizational Structure

- Many CIOs do not report to a top level of the organization

The Director	28%
Chief Deputy Director	17%
The Administrative Division Deputy Director	31%
Other	23%

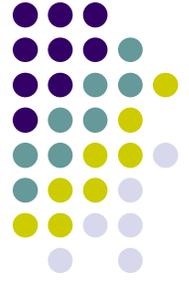
- Centralization of IT Services within organizations was reported as 58% fully centralized and 42% partially centralized.

Preliminary Findings



- Respondents reported IT Priorities as being set by:

Other	31%
CIO	26%
Agency Director	24%
IT Oversight Committee	19%

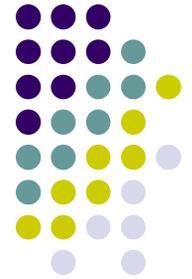


Preliminary Findings

IT Service Delivery

Data Center Services

- 78 of 92 respondents use DTS services in some capacity
- 14 use another state entity's data center
- 13 use a commercial data center
- 6 use the Hawkins Data Center
- 4 use the Franchise Tax Data Center
- 1 uses the Legislative Data Center

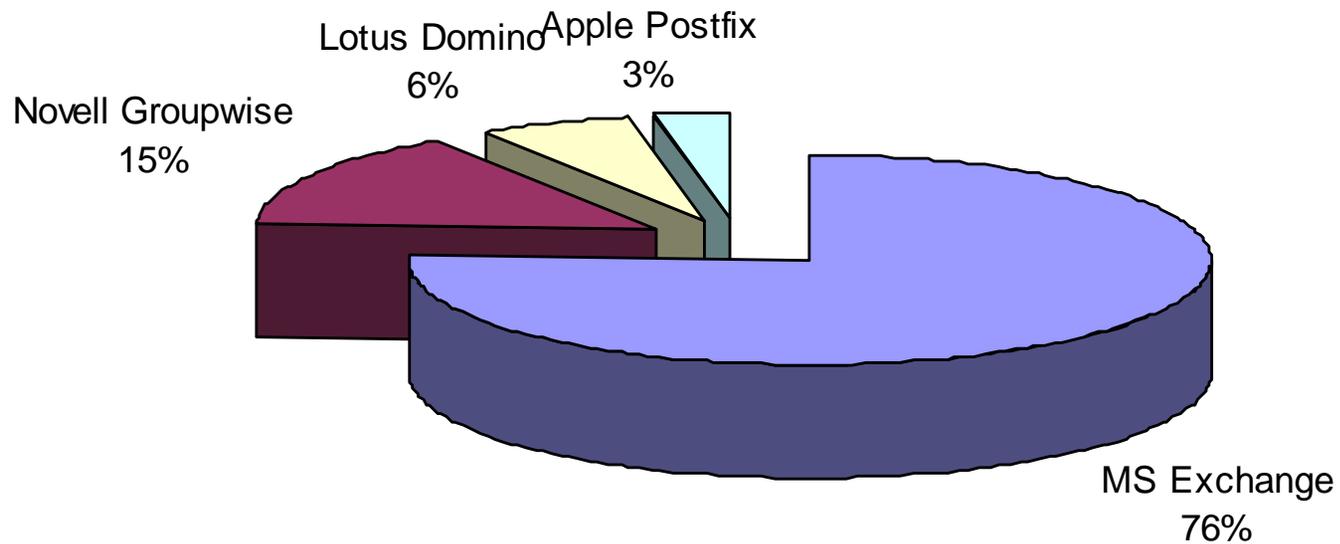


Preliminary Findings

E-Mail

- 84% of respondents are not using DTS e-mail services.

A breakdown of e-mail products non-DTS customer respondents are using



Preliminary Findings



E-Mail

- Agency and department e-mail systems (excluding the DTS) have 551 servers statewide
- Agency and department e-mail systems (excluding the DTS) are supported by 131 PYs statewide
- Using 75 terabytes of storage
- Supporting approximately 180,000 mailboxes

Preliminary Findings



Most Sarcastic Response

- Question: How are IT priorities set within your organization?
- Answer: We aren't given enough money by DOF to have any IT priorities.