



OKLAHOMA



Overview

- NTT Data: Devise-as-a-Service
 - Timeline of partnership
 - Challenges from COVID-19 pandemic.
- Other Areas Impacted by the Pandemic
 - OMES telework model.
 - OMES real estate approach.
 - OMES & other agencies' online presence.



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NTT Data: Device-As-A-Service

Timeline

NTT Data: Timeline of Partnership



May 2019-Sept. 2020

- SB 583 (Stanislawski, 2019) was signed and directed OMES IS to put out an RFP for desktop support services.
- OMES IS put RFP out in June and closed the RFP in September 2019.

NTT Data: Timeline of Partnership



Oct. 2019-Jan. 2020

- OMES chose NTT Data as the supplier and entered negotiations to establish contract service level agreements.
- Contract signed with service levels were based on:
 - Historical ticket data. Baseline was set at 4,437 tickets per month.
 - Primarily in-office workforce on desktops.
 - Face-to-face customer support and interaction at set locations.
 - Available global supply chains.

NTT Data: Timeline of Partnership



March 2020-Present

- Global pandemic caused:
 - Global shortage in technology parts (computer chips, screens, etc.).
 - Monthly agency requests increased 50-70% per month from previous years.
 - Remote workforce rose 1,700%.
 - Service desk calls rose 400%.
 - Remote support became the norm overnight.

NTT Data: Timeline of Partnership



TELEWORKING

VIRTUAL DESKTOP INFRASTRUCTURE

Virtual desktop infrastructure (VDI) is the hosting of desktop environments on a central server.

500 2019 **9,208** 2020



During 2020, support of remote workforce rose

1,700%

SERVICE CONSUMPTION

2019 >>> 2020

NTT SERVICE LEVELS

PC support (NTT related) ticket requests rose by 50-70% each month in 2020.

Average monthly ticket counts

4,437 tickets 2019 **7,154** tickets 2020

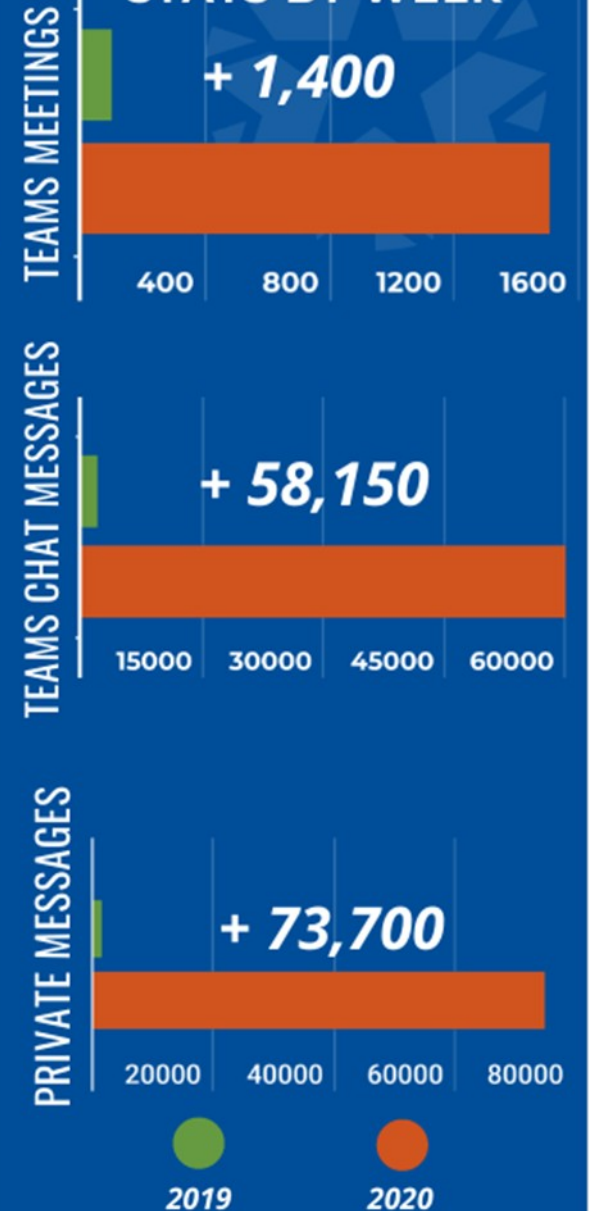
SERVICE DESK

500 2019 **2,500** 2020



400%
INCREASE IN DAILY CALLS

OFFICE 365 STATS BY WEEK



NTT Data Contract Basis v. Actuals

Basis:

- Historical ticket data. Baseline was set at 4,437 tickets per month.
- Primarily in-office workforce on desktops.
- Face-to-face customer support and interaction at set locations.
- Available global supply chains.

Actuals:

- Baseline is now closer to 7,154 per month.
- Primarily remote workforce on laptops.
- Remote customer support and interaction at set online.
- Shortage of global supply chains.





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➤ STEPS FORWARD:

A plan to correct the service issues has been created and will soon be ready to present for Legislative consideration.



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Other Areas Impacted by the Pandemic

Other Areas Impacted by the Pandemic

➤ **Telework**

- OMES has instituted a **50% telework model**, which has yielded performance efficiencies and improved employee satisfaction.

➤ **Real Estate Plan**

- OMES has renovated the Will Rogers building with more collaborative spaces and consolidated into one central location for the first time in agency history.
- OMES is currently renovating the Connors Building for partner agencies to do the same.

➤ **Online Presence**

- The pandemic highlighted the need to have a more stable online platform.

➤ **Cybersecurity**

- OMES Cyber Command experienced a major increase in cyber attacks on the state.





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Questions?