Commonly Used Terms for IT Transformation

Term	Definition
IT Transformation Framework	The model through which the State of Illinois plans to transform its IT environment, with a focus on the following key dimensions: leadership and governance, finance, talent, technology (including applications and infrastructure), and service excellence
IT Leadership and Governance	This thread of the IT Transformation Program focuses on strategic alignment, value delivery, risk management, performance management, and resource management. Leading edge IT governance displays key attributes such as: ▪ Clarity of **vision**, purpose, and goals ▪ **Executive sponsorship** and buy-in ▪ A coherent framework for design and **operations** ▪ Performance **tracking** and continuous **improvement** ▪ **Portfolio management** to increase impact of strategic investments
IT Finance	Refers to the management of key financial areas: ▪ **Funding model:** Funding sources, strategies, and variability that shapes IT operations and services, inclusive of charging for IT services ▪ **Budgeting:** Methods and processes for IT financial planning and budgeting across the state ▪ **Procurement:** Spending for goods and services across agencies along with and how goods/services are purchased ▪ **Financial Management:** Management of expenditures according to agencies and spend category ▪ **Monitoring and Reporting:** Monitoring and reporting protocols, with emphasis on clarity and traceability of spend
IT Talent	Focuses on aligning the existing IT workforce with the needs of the new IT environment. Efforts include: ▪ Defining **career paths** based on industry standard job families and functions ▪ Identifying **existing skill and competency gaps** and addressing these gaps through training and external recruitment ▪ Providing continual **training** opportunities to IT staff ▪ Enhancing the **performance management** process for IT staff
Applications	Refers to the efforts to develop a lean and efficient application portfolio that provides the capabilities needed by the State while considering aspects such as costs, supportability, and security
Infrastructure	Focuses on efforts to consolidate the State's computing infrastructure environment. including servers, storage, databases, networking and back-up systems
Service Excellence	Refers to plans to streamline and integrate IT service delivery to agency customers and State constituents. These efforts encompass: service desk integration, process improvement, service catalog management, and customer engagement

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Application Rationalization	Development of a strategy to improve the existing application portfolio and reduce functionality overlaps, technical limitations, and maintenance costs
Application Modernization	Development a strategy to get the most value from the existing applications by modernizing the application platforms and identifying new applications to replace the current application capabilities
Infrastructure Consolidation	Continuing the effort to consolidate agency IT infrastructure, including servers, storage, network and security systems, into the DoIT managed data center in a cohesive manner
Infrastructure Modernization	Efforts to modernize DoIT IT infrastructure to create a more secure and scalable IT infrastructure offering, bringing systems up to standards and identifying new technologies to implement
Backup and Disaster Recovery	Refers to a set of policies and procedures that enable the recovery and continuation of vital IT infrastructure following disaster. Development of a robust backup and disaster recovery process is underway to enable the State of Illinois to rapidly adapt and respond to any dynamic changes with limited impact to the business
Service Desk Integration	To bring together disparate service desks throughout the State to leverage scale and improve the efficiencies in which service delivery and support are provided
IT Service Management (SM) Processes	Development of a service mindset and standardize service management processes in order to drive high quality and consistent service delivery
Service Catalog	Implementation of a unified IT Service Catalog that provides customers with an easy and intuitive way to find the services offered and supports a service oriented IT organization
Customer Engagement	To put in place a model that builds consistency with the way customers are engaged and better enables DoIT to provide value added services.
Enterprise Services	Services that are delivered across the entire enterprise, includes application rationalization
Agency Services	IT services that are particularly delivered to the State's various agencies. These services are outlined in the service catalog
Technical Debt	Extra work that arises when code that is easy to implement in the short-term is selected and implemented instead of the best solution for the long-term. The IT Transformation program aims to reduce the State's large-scale technical debt.

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Portfolio Management Approach	The State's portfolio management approach has two core principles: 1) **Portfolio balancing**, which translates strategy into prioritized programs and projects and balances the risk of project implementation against the value derived from that project 2) **Portfolio oversight**, which calls for the institution of regular 'checkpoints' at which performance of the initiatives is reviewed to asses overall project health, and determining whether enterprise goals are being met
IT Transformation Key Performance Indicators (KPIs)	The metrics through which the State will measure the effectiveness, efficiency, and resource sharing achieved through IT Transformation program. These metrics include, but are not limited to, the number of apps rationalized, the percent of IT service management processes in place, and the helpdesk customer satisfaction rate.
Waves	The phases in which the IT Transformation program is being implemented. They are organized as follows: ▪ **Wave 1: Core processes:** These processes typically have high value due to the associated direct impact / visibility to the end user ▪ **Wave 2: Supplemental Core Processes:** These processes have high value potential due to large gaps or complement the processes from Wave 1 ▪ **Wave 3: Non-Core Processes:** These processes have a lower impact to the end user and may take longer to implement or see limited value in closing the maturity gap ▪ **Wave 4: IT Operation Processes**: These processes typically are not end user facing and focus more on improve the operations of IT (which indirectly may impact the end user)