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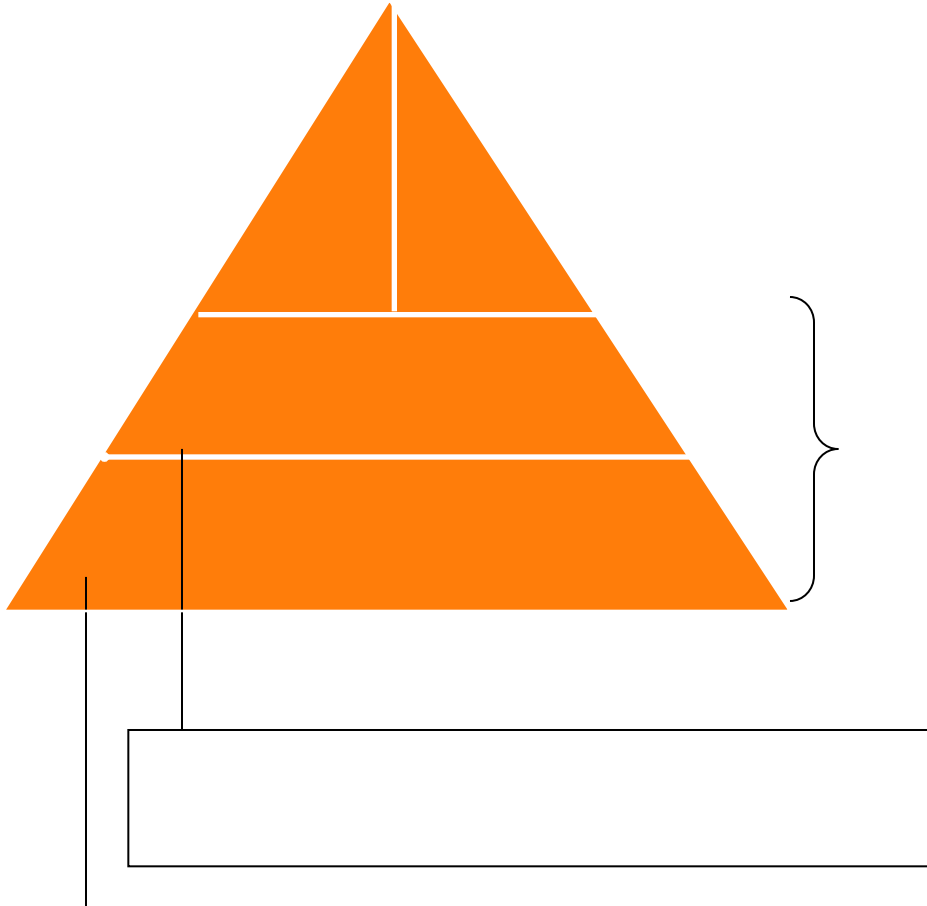


Executive Summary

Summary of Findings

Executive Summary

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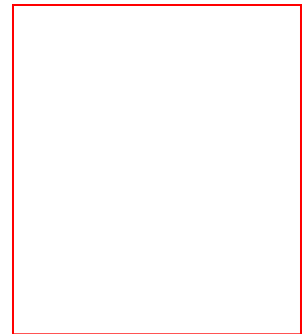
Executive Summary

Summary of Findings



Executive Summary

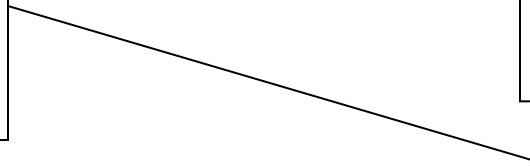
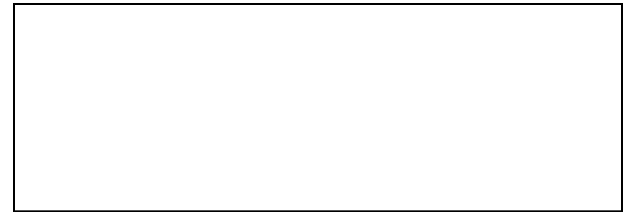
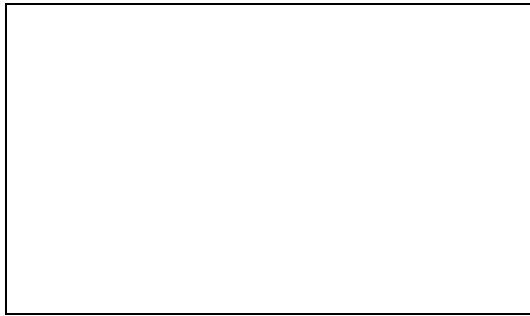
Summary of Findings



Executive Summary

Summary of Findings

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Executive Summary

Summary of Key Recommendations



Executive Summary

Summary of Key Recommendations



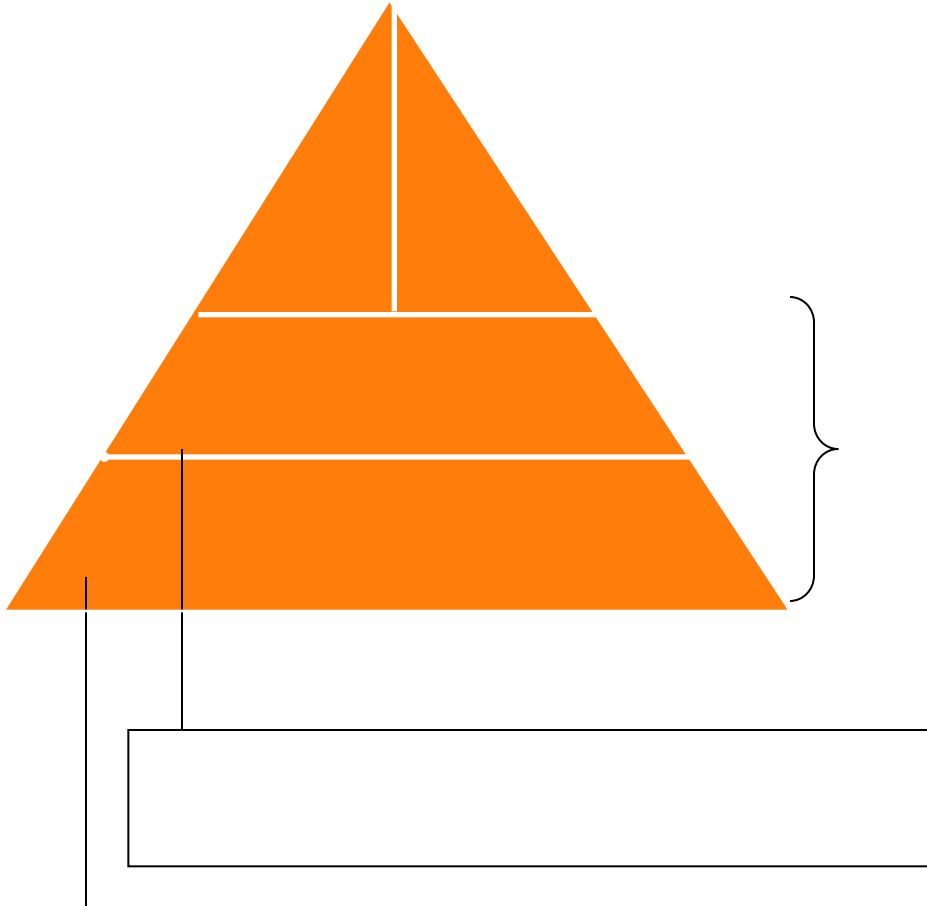
Executive Summary

Summary of Key Recommendations





Alignment of KDE Business and IT Direction Findings and Observations



Alignment of KDE Business and IT Direction Findings and Observations

Alignment of KDE Business and IT Direction

Clarity of OET Support for KDE's Strategic Directions

Alignment of KDE Business and IT Direction Findings and Observations

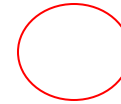
Alignment of KDE Business and IT Direction Findings and Observations

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Assessment of IT Cost Efficiency

There Are Four Alternatives for Achieving IT Cost Savings

Assessment of IT Cost Efficiency

Short-Term Savings Potential of Cost Reducing Alternatives

Assessment of IT Cost Efficiency

OET Has Been Implementing Cost Saving Best Practices



Assessment of IT Cost Efficiency

OET Has Been Implementing Cost Saving Best Practices



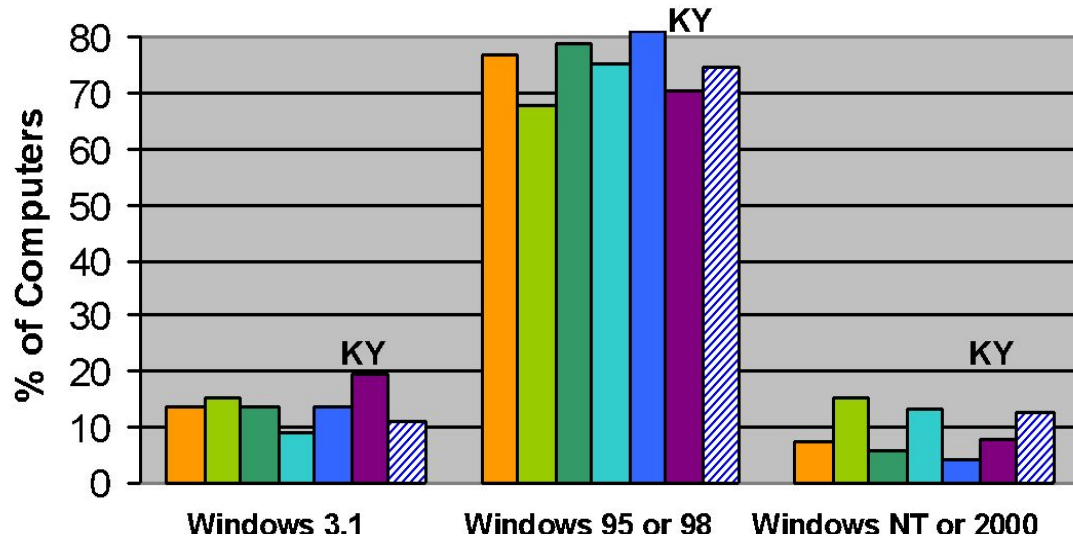
Assessment of IT Cost Efficiency

OET Has Been Implementing Cost Saving Best Practices



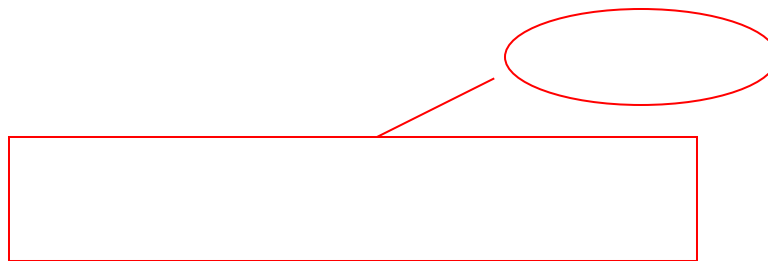
Assessment of IT Cost Efficiency

Outdated Desktop Computing Infrastructure



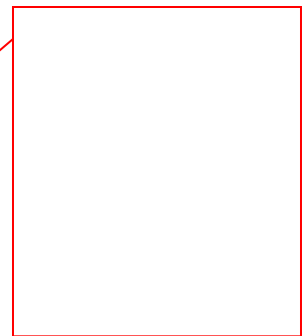
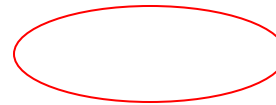
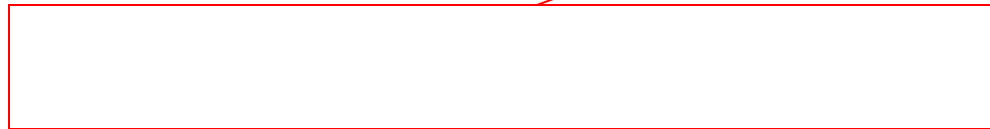
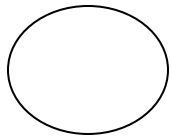
Assessment of IT Cost Efficiency

Total KDE IT Spending Per Device Compared to Peers



Assessment of IT Cost Efficiency

Total KDE IT Spending Compared to Low and High Peers

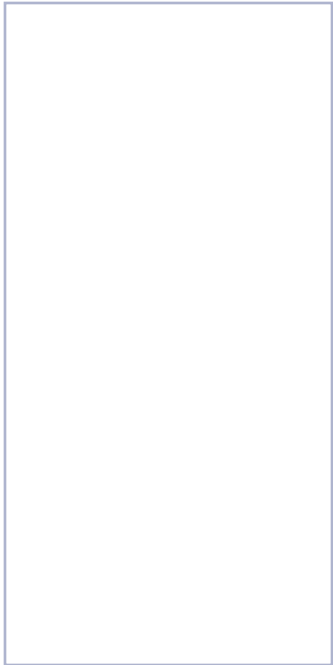


Assessment of IT Cost Efficiency

Observations: Total Cost by Technical Area

Assessment of IT Cost Efficiency

Observations: Total Cost by Technical Area



Assessment of IT Cost Efficiency

Observations: Total Cost by IS Cost Category



Assessment of IT Cost Efficiency

Observations: Total Cost by IS Cost Category



Assessment of IT Cost Efficiency

Observations: Total FTEs By Area

Assessment of IT Cost Efficiency

Observations: Total FTEs By Area

Assessment of IT Cost Efficiency

Observations: IT Spending Areas as a % of OET Budget



Assessment of IT Cost Efficiency

Recommendations





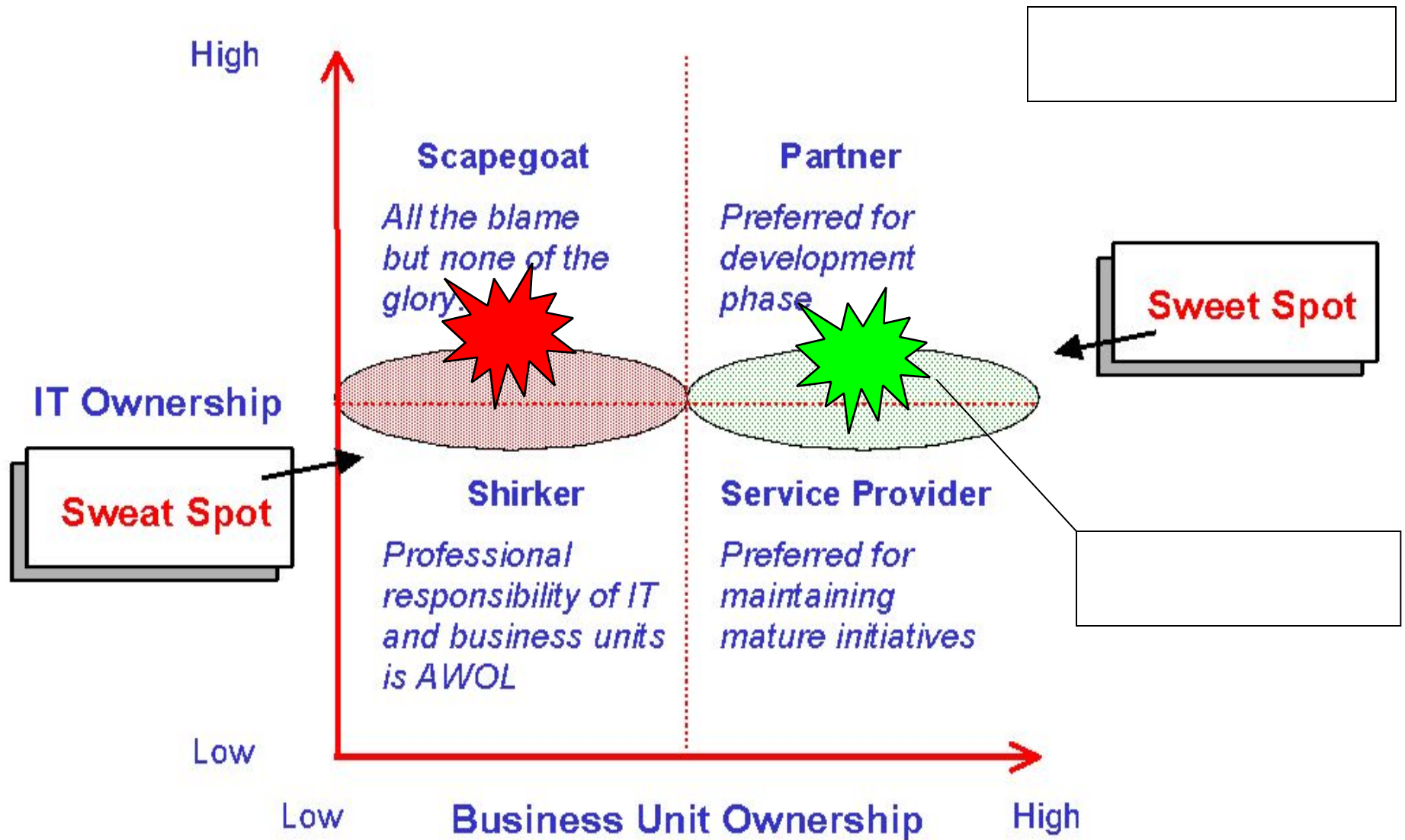
IT Governance

What is IT Governance?



IT Governance Findings and Observations

IT Governance Findings and Observations



IT Governance Findings and Observations

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IT Governance: Findings and Observations

Assessing KDE's IT Governance Effectiveness

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Assessing KDE's IT Governance Effectiveness

IT Governance Recommendations

IT Governance Recommendations

IT Governance: Recommendations

High Performers Deploy Formal Communications

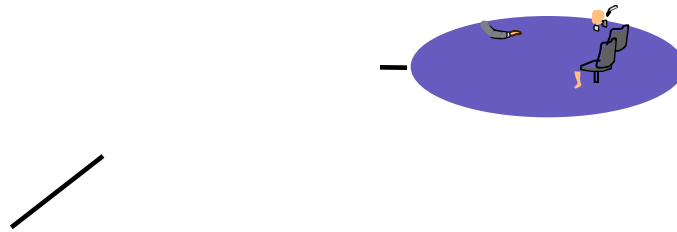


IT Governance: Recommendations

Three Critical Components of KDE IT Governance Structure

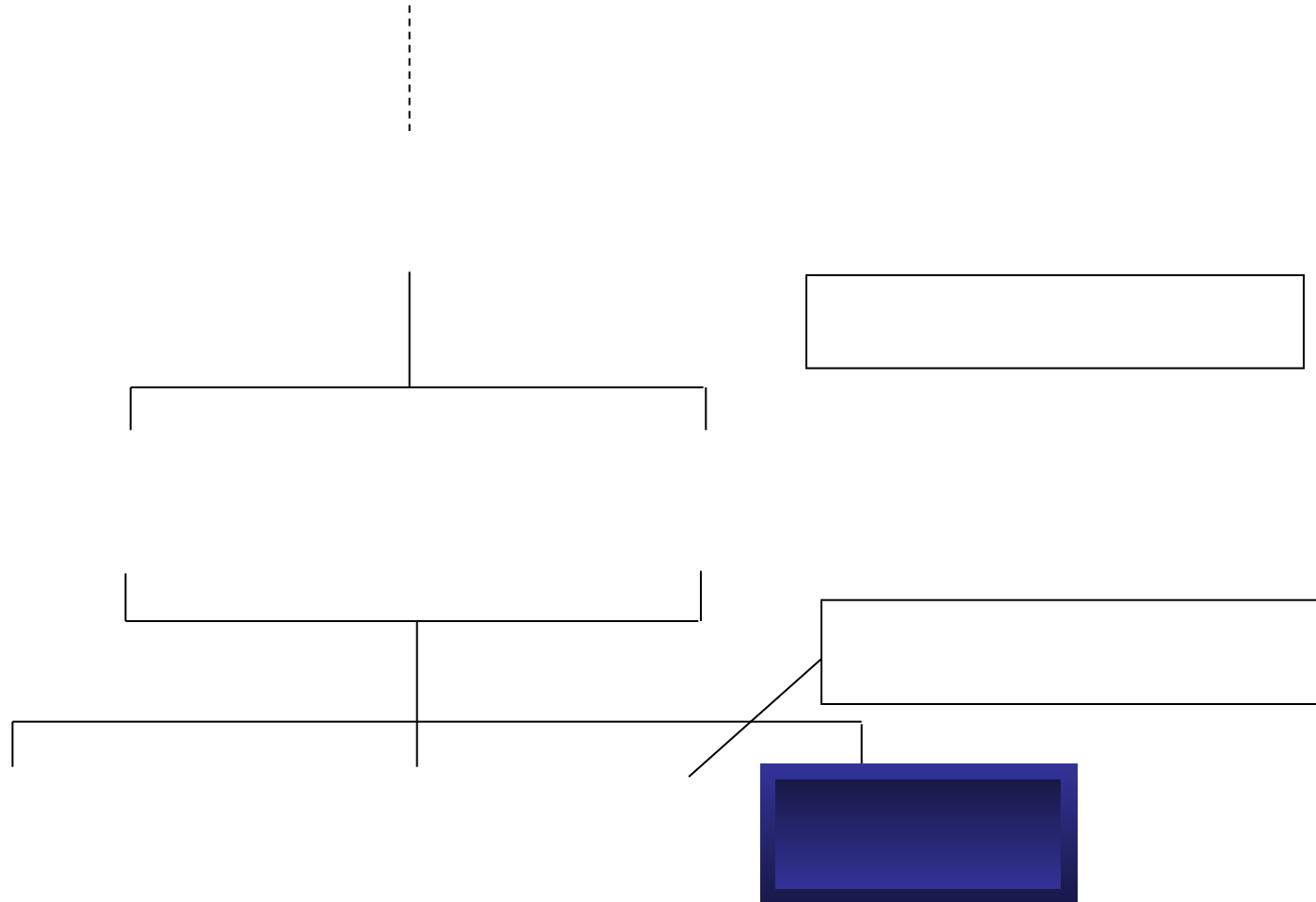
Education Technology Governance: Recommendations

Three Critical Components of Governance Structure



IT Governance: Recommendations

Possible KDE IT Governance Structure



IT Governance: Recommendations

IT Governance Committees Charter, Scope & Membership



IT Governance: Recommendations

IT Governance Committees Charter, Scope & Membership



IT Governance: Recommendations

IT Governance Committees Charter, Scope & Membership



IT Governance

Critical Success Factors For Implementation





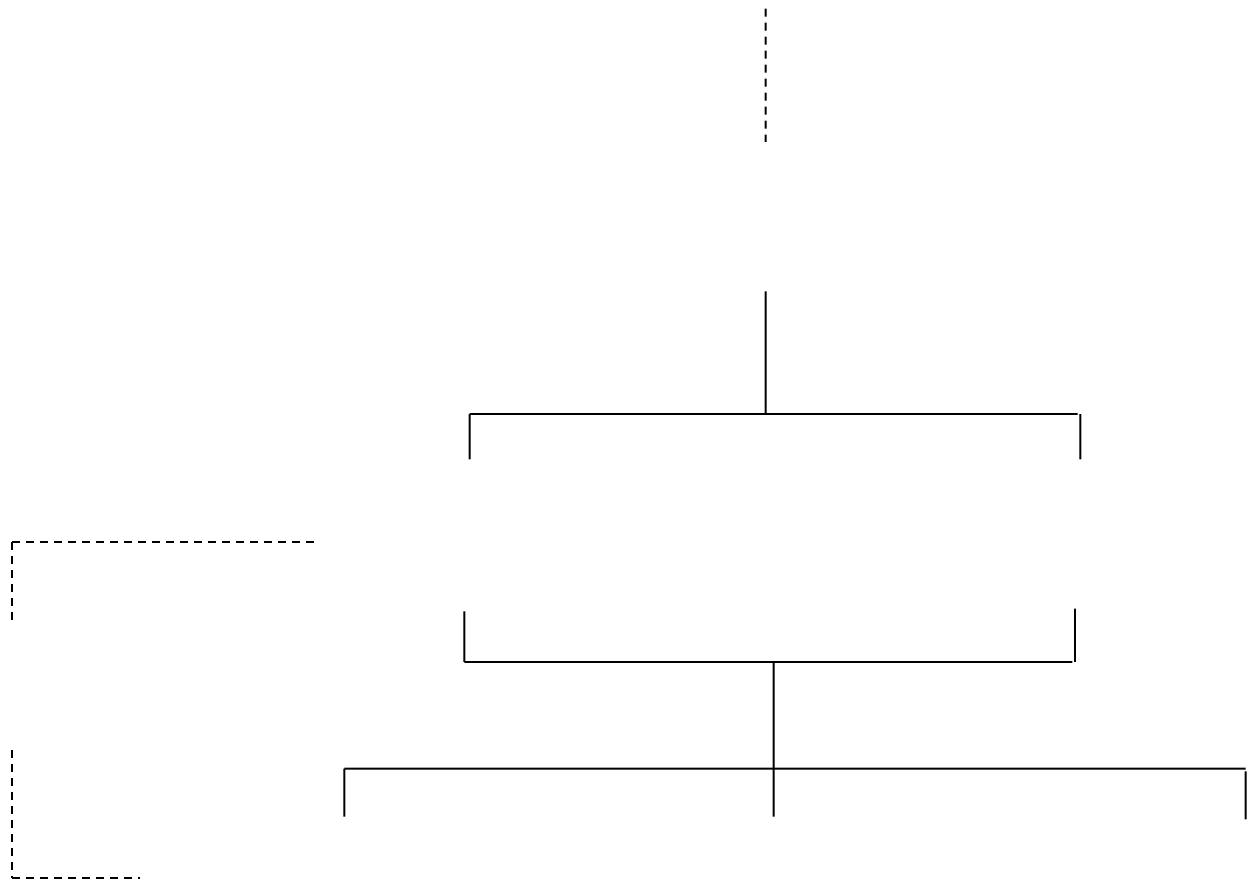
IT Program Management Findings and Observations

IT Program Management Findings and Observations

IT Program Management: Recommendations

IT Program Management: Recommendations

Role of PMO in the IT Governance Structure



IT Program Management: Recommendations

Role of PMO in the IT Governance Structure



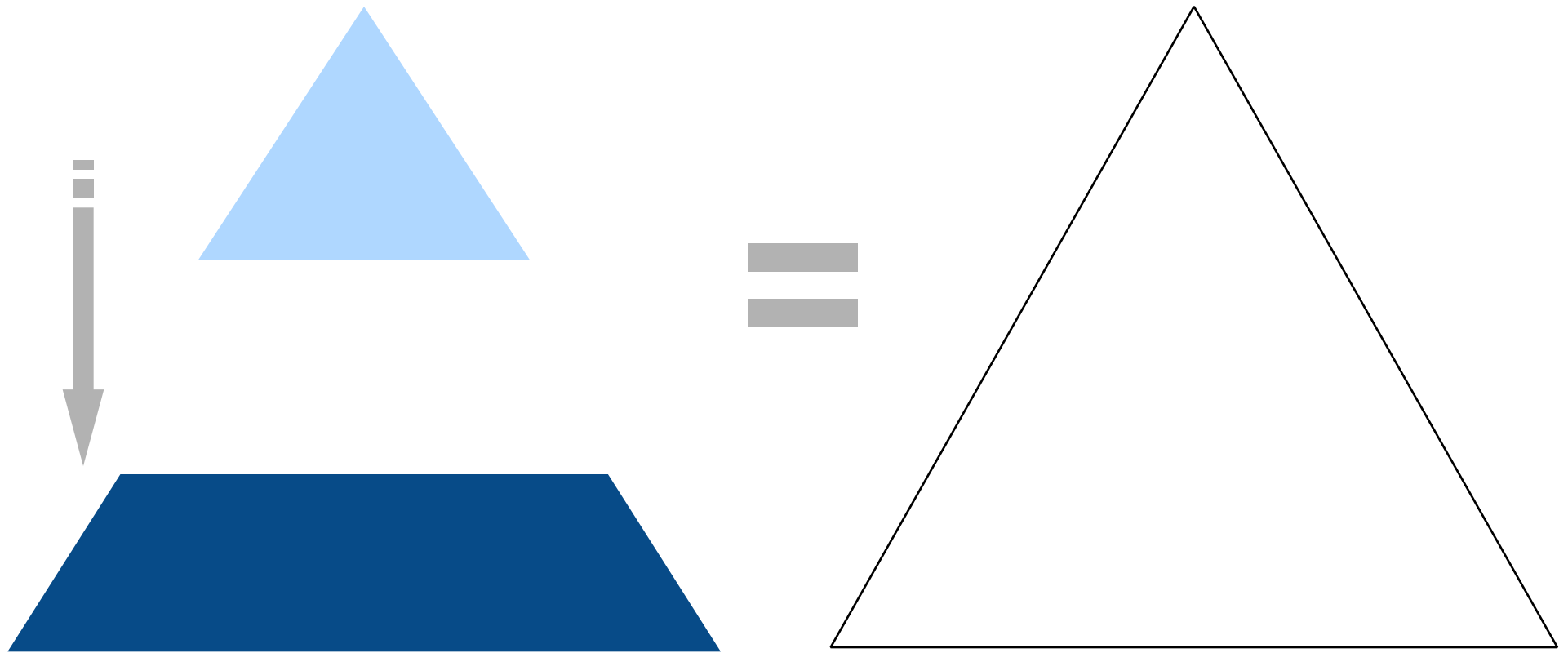
IT Program Management: Recommendations

Key Roles of the PMO



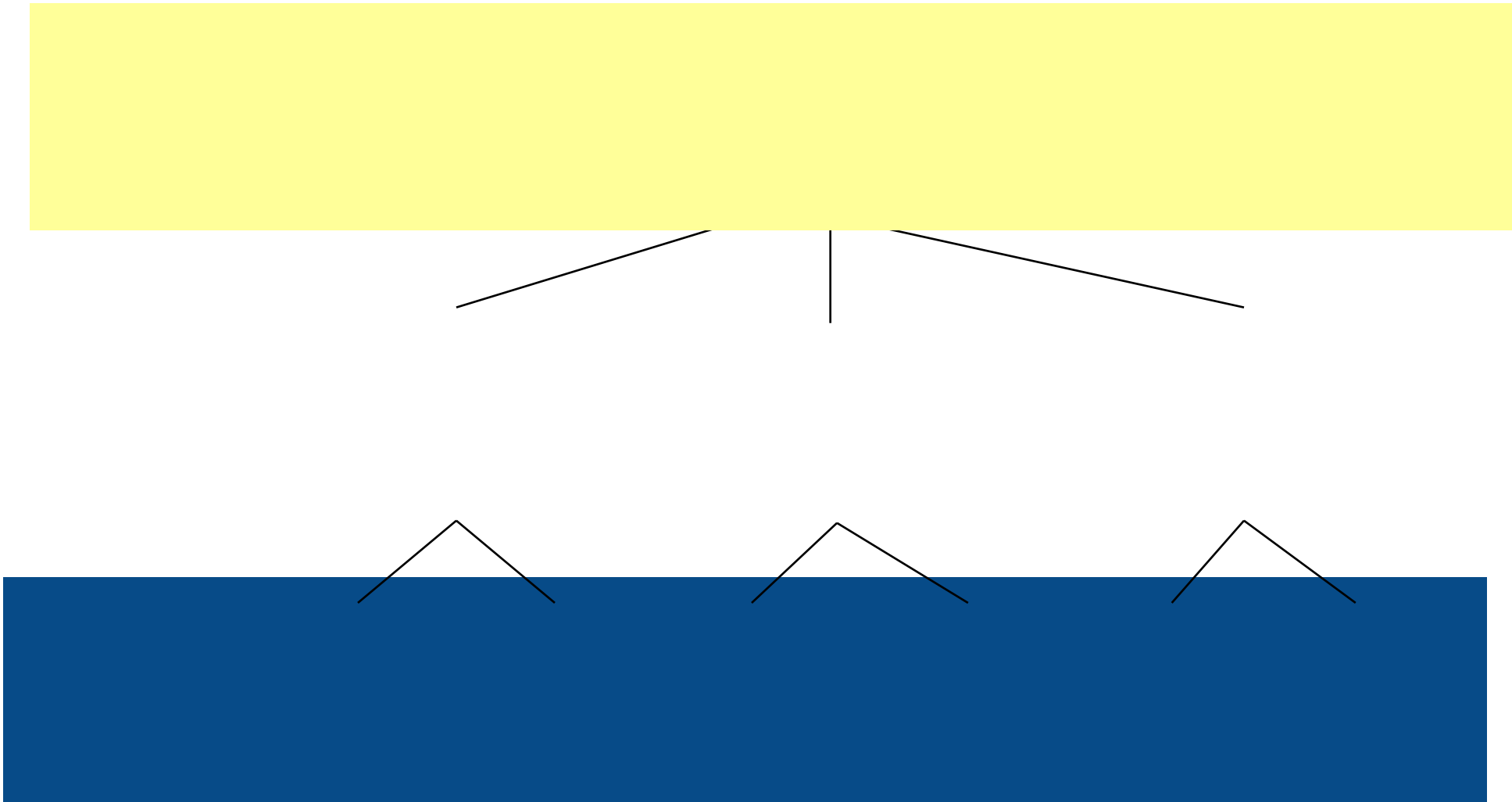
IT Program Management: Recommendations

Evolution of The PMO Model



IT Program Management: Recommendations

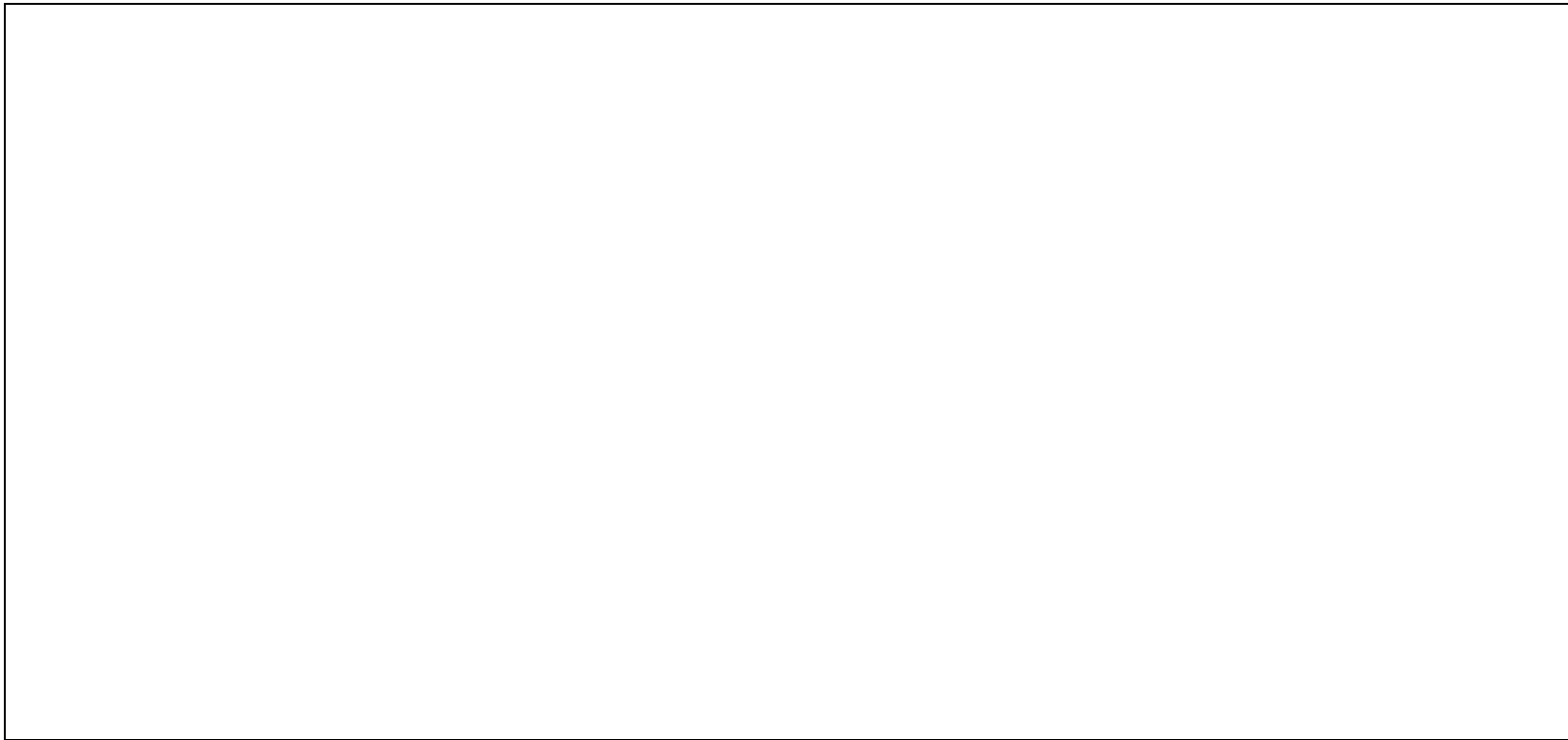
Recommended Enterprise PMO Model



IT Program Management Critical Success Factors For Implementation

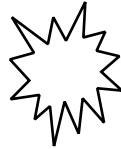


IT Service Delivery Model Findings and Observations



IT Service Delivery: Recommendation

Shared Services Models in Government

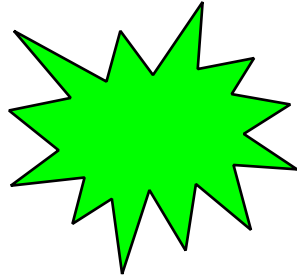
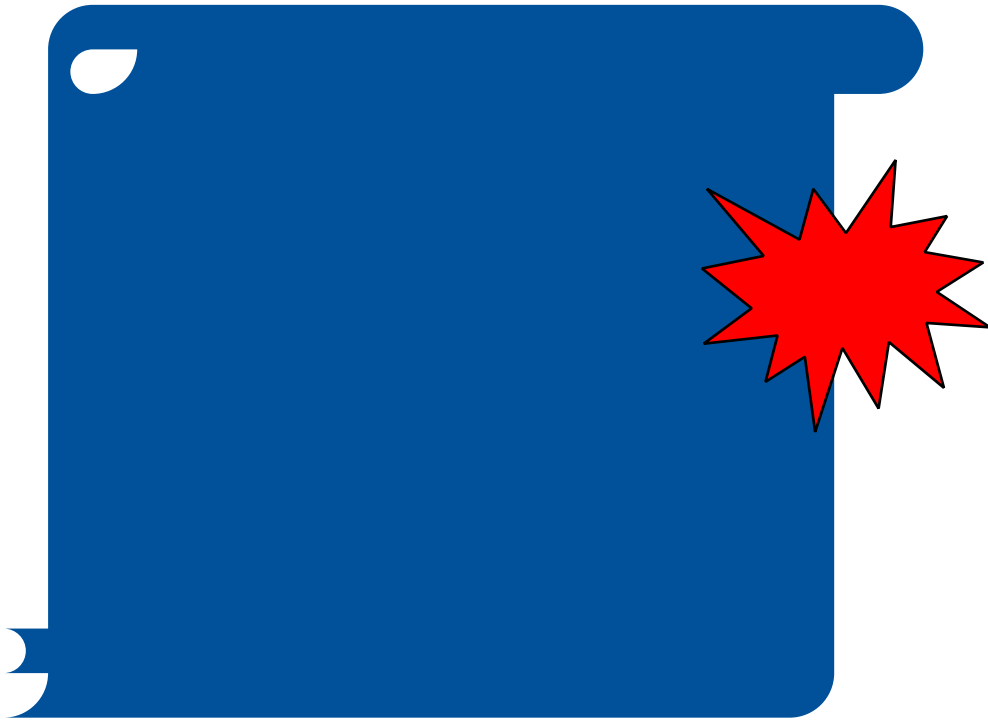


IT Service Delivery Model

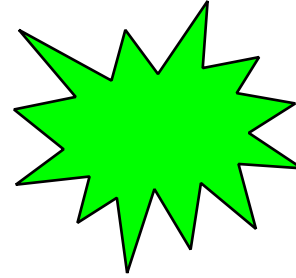
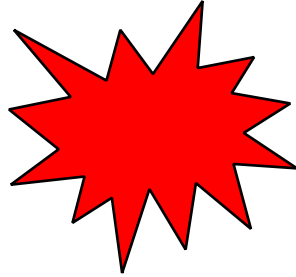
Findings and Observations

IT Service Delivery Model

Findings and Observations



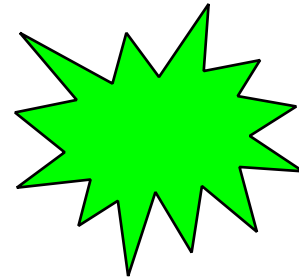
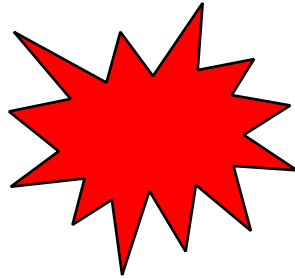
IT Service Delivery Model: IS Credibility Curve: From Cost Center to Business Center



IT Service Delivery Model Recommendations

IT Service Delivery: Recommendation

Evolution of the Government IT Organization

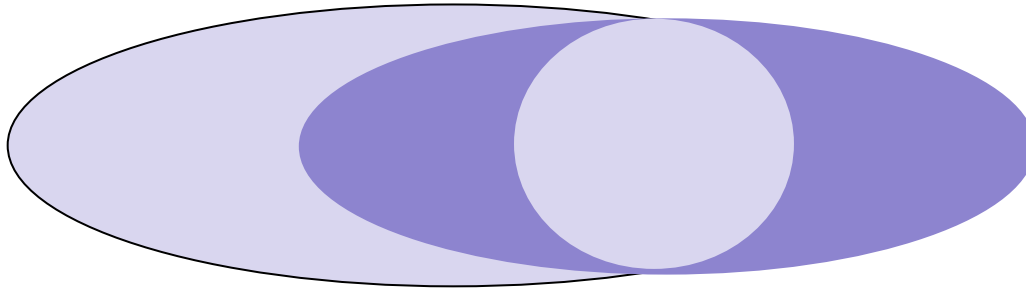


IT Service Delivery: Recommendation

What's a Service? Five Core Types

IT Service Delivery: Recommendation

Service Fulfillment: Process, People, Structure and Tools



IT Service Delivery Model Recommendations

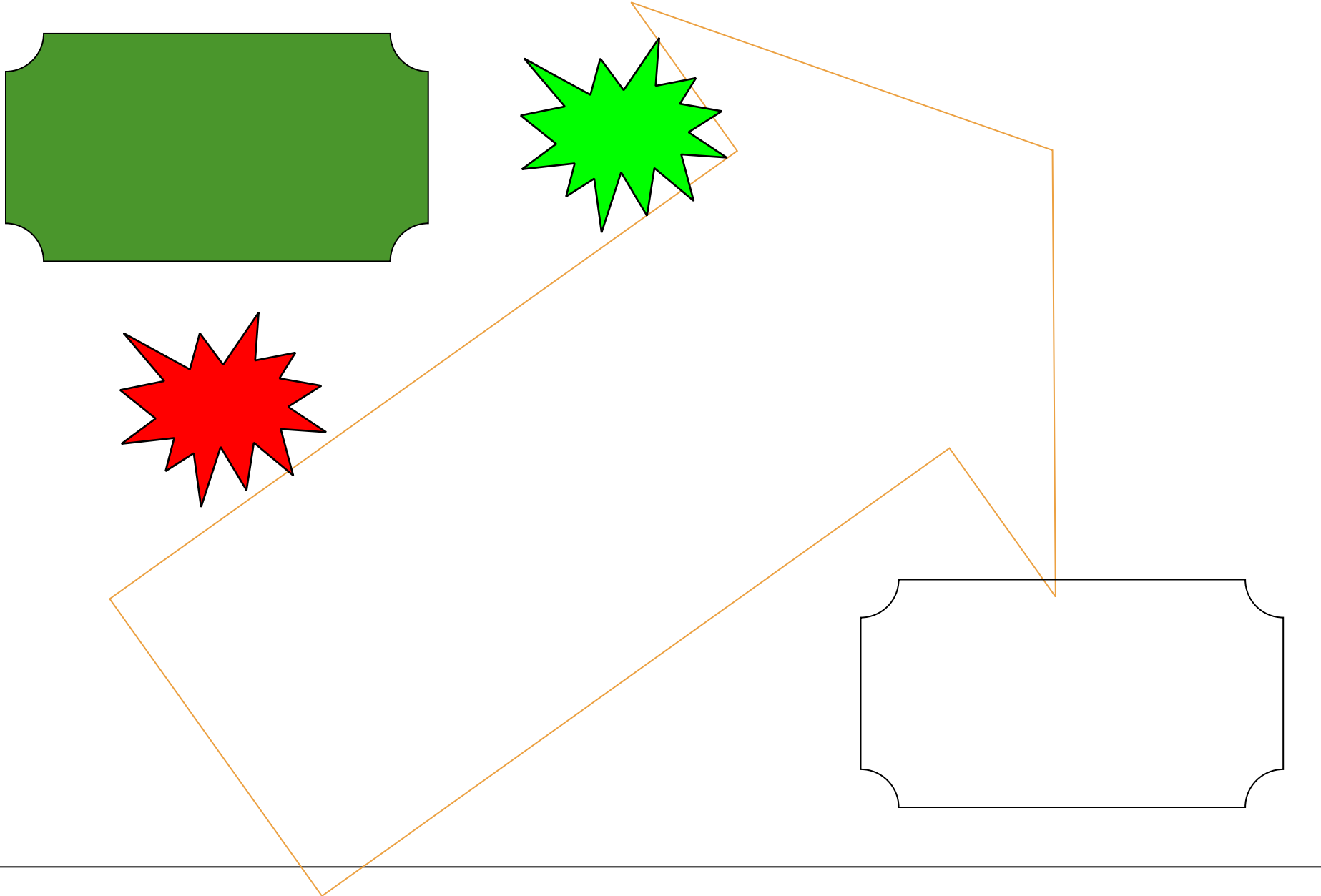
IT Service Delivery Model Recommendations

IT Service Delivery Model Recommendations

IT Service Delivery Recommendations

IT Service Delivery

The Shared Services Organization (SSO) Transformation





IT Investment Management Findings and Observations

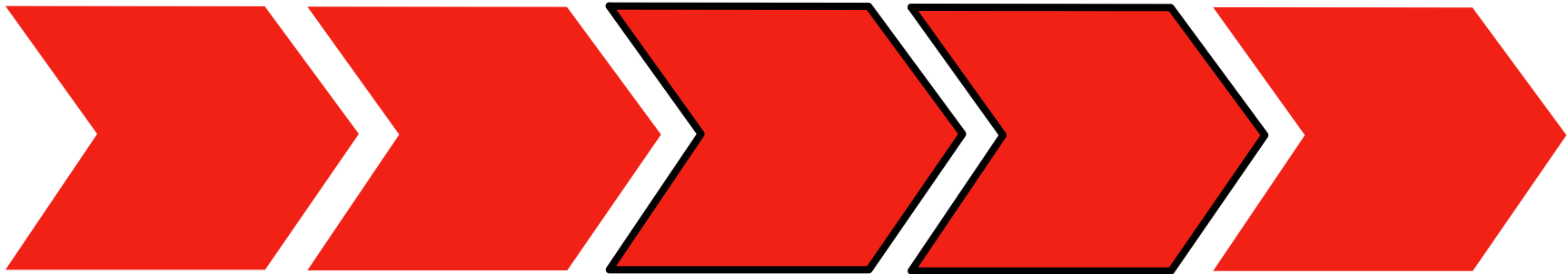
IT Investment Management Findings and Observations

IT Investment Management Strengths and Areas of Improvement

IT Investment Management Recommendation

IT Investment Management Recommendation

IT Investment Management: Recommendation Project Portfolio Management (PPM) Steps



IT Investment Management: Recommendation

Step 1: Define Investments in Comprehensive, Uniform

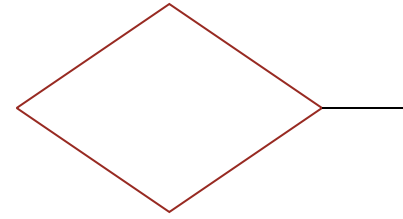
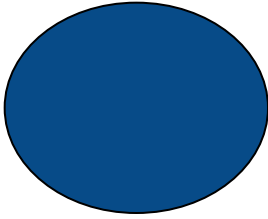


IT Investment Management: Recommendation

Step 1: Define Investments in Comprehensive, Uniform



IT Investment Management: Recommendation Project Review Process



IT Investment Management: Recommendation

Step 2: Evaluate Initiatives Using Objective Criteria



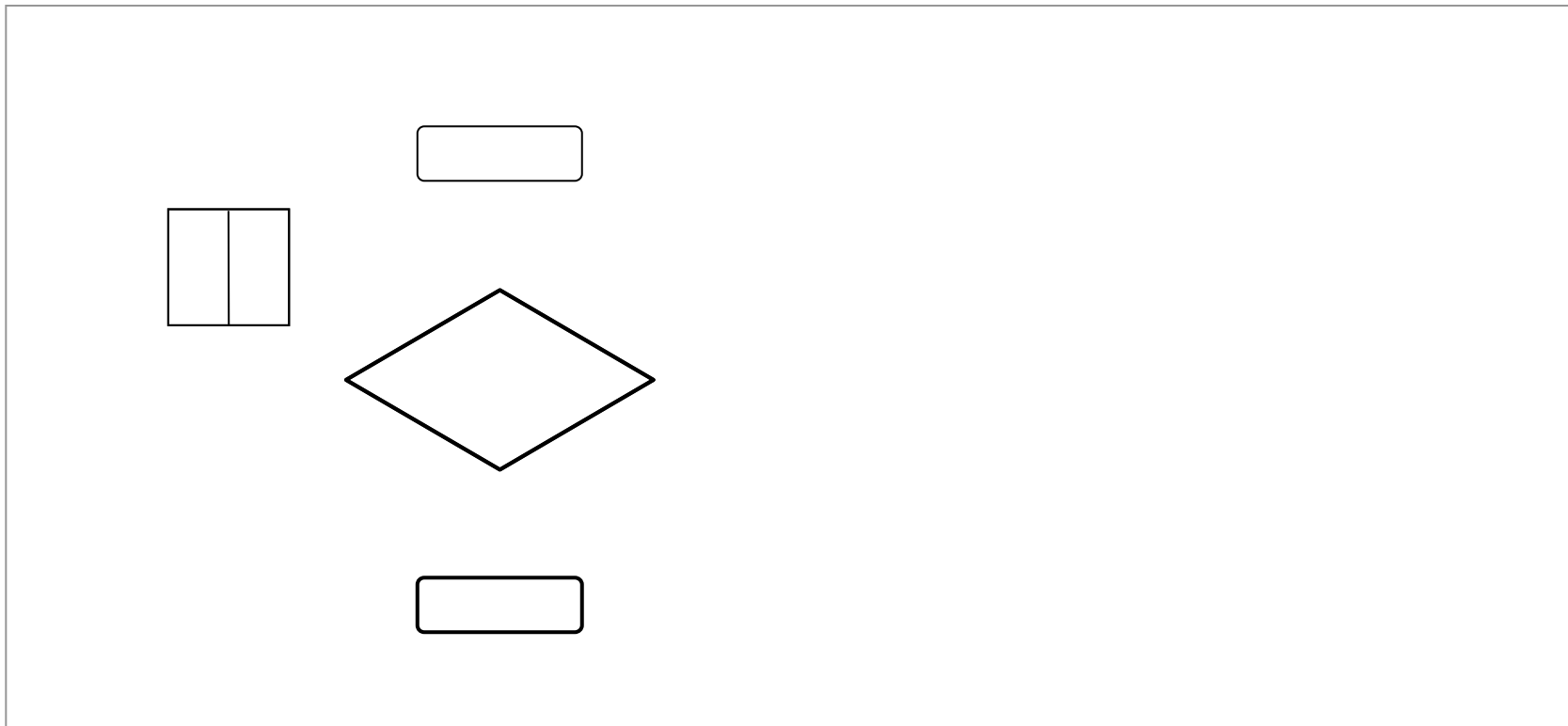
IT Investment Management: Recommendation

Step 3: Prioritize Initiatives



IT Investment Management: Recommendation

Step 3: Prioritize Initiatives



IT Investment Management: Recommendation

Step 4: Match Prioritized Initiatives to Resources



IT Investment Management: Recommendation

Step 4: Match Prioritized Initiatives to Resources

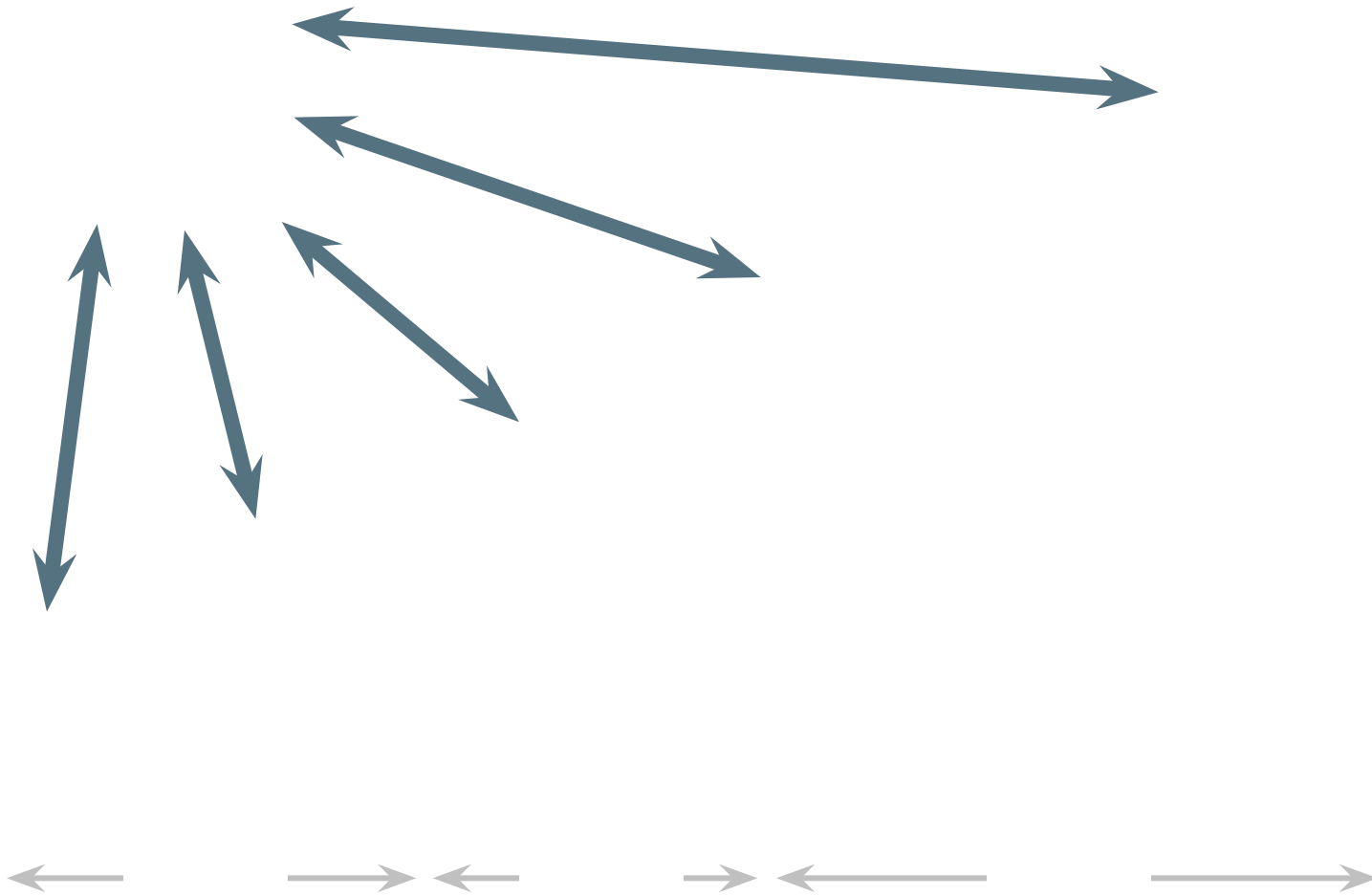


IT Investment Management: Recommendation

Step 5: Actively Manage Current Portfolio To Target State



IT Investment Management: Recommendation Business Cases Guide Project Execution



IT Investment Management: Recommendation

Example: IT Portfolio—By Investment Type



IT Investment Management: Recommendation

Example IT Portfolio—By Program/Strategy



IT Vendor Management Findings and Observations

IT Vendor Management Findings and Observations

IT Vendor Management Findings and Observations

IT Vendor Management Recommendations

IT Vendor Management Recommendation



Implementation Roadmap

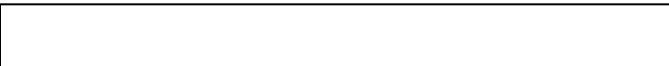
Key Programs and Associated Projects

Implementation Roadmap

Key Programs and Associated Projects

Implementation Roadmap

High Level Program and Project Road Map



Implementation Roadmap

High Level Program and Project Road Map





