

September 15, 2023

Hello DSHA Staff,

Our agency is currently in the process of an IT centralization and transition. To ensure that all staff remain informed and prepared during this time, you will begin to receive weekly updates like this one on the process and next steps.

If at any point you have questions, concerns, or feedback, please feel free to drop them in this feedback box <https://www.surveymonkey.com/r/DSHAITSurvey>. Responses will be provided via this weekly email and at upcoming training events.

This centralization and transition have been and will continue to be very complex. Patience, understanding, and adaptability will be critical to our success. Thank you for your time, and remember:

"In life, change is inevitable. In business, change is vital." - Warren Bennis, Author.

Why is DSHA undergoing an IT centralization and transition?

DSHA's IT centralization and transition aligns with Senate Bill 153, signed by Governor Carney in 2019. This act authorizes the establishment of a shared IT services model for State agencies.

It brings the following duties under the Delaware Department of Technology and Information (DTI): Technology end-user support, cybersecurity, network management, server management, data management, IT project management, software application development/support, IT procurement oversight, IT fiscal planning, IT standards, and technology governance.

How will this transition help the agency and those we serve?

Undergoing the current centralization and transition will allow DSHA to receive the following benefits:

- A connection to a secure State network
- Access to State standard email and collaboration services
- Alignment to State standards
- Efficient use of shared infrastructure
- Expanded support services
- Reduced risk
- Predictable cost

How will this transition affect me?

To keep this email brief, the list below is just a high-level list of changes. More updates will be provided as the weeks progress. We thank you in advance for your patience.

- Everyone will be given a new device and accessories. As a result, you must return the current equipment. All staff must sign new IT policy documents to determine your work from home eligibility.
- Your email address and password will change. You will receive this information and reset your credentials when you receive your new device.

- The T: Drive and TechWeb will eventually be phased out. New tools like SharePoint and expanded Microsoft products will be available. Training on these new tools will be provided in October.
- All IT issues will be resolved via DTI, and, as a result, you will submit a ticket through a new service portal.

What is the timeline?

Issuance of new devices and accessories is scheduled for the end of October. However, the full conversion from Citrix to the new network will occur on Monday, November 6. Friday, November 3, is the last time you can sign into the DSHA network. More information will be shared at a later date.

What do I need to do to prepare? What can I expect over the next few weeks?

- Read these weekly emails and submit questions to the feedback box:
<https://www.surveymonkey.com/r/DSHAITSurvey>
- Attend an upcoming IT office hour or Lunch & Learn session. Calendar invites to follow.

HAVE A GREAT DAY ON PURPOSE!

*Thank you,
LDR*

Lynn D. Raikes