

ITS Strategic Roadmap – FY20 Planning

Systems Lifecycle Management

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Date last updated: *December 27, 2018*

Background

The management of the Metropolitan Government’s thousands of workstations requires a coordinated methodology to ensure that these devices are running a stable operating system with productivity-enabling applications, as well as ensuring they are kept secure with the appropriate updates and patches. To facilitate this end, the standardized base content of Metropolitan Government workstations is based on the recommendations of the Desktop Standards Committee, comprised of key members of the ITS team and invited representatives of ITS’ customers.

ITS has standardized on solutions to develop, update and support the processes used to build workstations and monitor the health of servers and services used by ITS and ITS-supported departments to meet their business needs. The tasks surrounding these processes include:

- Automated deployment of workstation operating systems, software applications, updates, and security patches
- Software and hardware inventory
- Development of Microsoft Operating Systems Deployment (OSD) strategies
- Server health and service monitoring
- Workflow automation

Key stakeholders for these services are the ITS department and all departments and agencies supported by ITS.

IN 2018, ITS worked with JIS to architect their Microsoft System Center configuration management infrastructure and to integrate role based access for JIS and DCSO IT staff in order to facilitate the use of ITS administered endpoint management solutions in their respective domains.

Current Strategic Drivers

1. **Customer Demand: High availability of Metro ITS services** (High) – Customers and the citizens they serve demand extremely high availability of IT services to meet the business-critical and, for some departmental customers, life and death responsibilities they hold.
2. **Demand for Secure Government Systems** (High) – With massive data breaches and a spike in unauthorized resource use, such as cryptomining malware, in the news on a regular basis, we must continually strive to protect the security, availability and integrity of all systems entrusted to our management.
3. **Customer Desire: Mobile Solutions**  (High) – Departments are embracing “mobility” (access to everything, all the time, from any device, from anywhere) as a way to meet their business goals.



4. **Heightened Expectations of Metro Employees** (High) – Today’s Metro employee, especially younger employees, mirrors the culture at large and is much more willing and capable to engage with technology than in years past. Additionally, these employees have an expectation that the tools which they use at work should perform as well and with the same ease as those used for personal activities such as shopping, banking, email and document management.
5. **End of Life Technology: Shortened Support for Older Software** (High) – In an effort to reduce costs, many vendors including Microsoft are shortening their support of older versions of applications.
6. **End of Life Operating Systems** (High) – Microsoft Windows 7 will no longer be a supported operating system as of January 14, 2020. To maintain a secure operating system environment, all Windows 7 machines will need to be migrated to Windows 10 before support ends for Windows 7.
7. **Industry Trend: Cloud Computing** (High) – The widespread public acceptance of cloud services that employees and citizens use every day, along with the potential for positive financial impact and increasingly effective cloud vendor security stance, make a hybrid model a potential direction. Due to these economies of scale and potential cost savings, a growing number of Metro agencies have investigated migrating and/or have migrated services to cloud-based systems.
8. **Customer Demand: Office 365** (High) – ITS has licensed the Microsoft government cloud-based Office 365 suite for supported customers and has begun a phased deployment to supported Metro General Government customers.
9. **Customer Demand: Shared Services Administration** (High) – Many times, customers state the need for “control” of what are at many Federal, state and local government levels considered enterprise shared services.
10. **Transition to Subscription-based Licensing Model and Services** (High) – Most software vendors are moving to subscription based licensing as opposed to perpetual licensing. This business change will require rethinking patch management processes, as most updates/upgrades will be injected with little control.

On the Horizon Strategic Drivers

1. **Cloud-based Automation** (High) – As resources are moved to the cloud, cloud management tasks should be automated to save time and reduce manual errors.



Short Term Goals (0-6 months) 7/1/19 – 12/31/19

#	Goal/Objective	Est. Start	Est. Duration
1	Complete upgrade of Microsoft System Center Orchestrator to 2016.	07/19	3 Months
2	Research and provide report to ELT on feasibility of utilizing Windows Azure hosted VDI to allow for better access and improved BC/DR.	07/19	6 months
3	Research and provide report to ELT on feasibility of managing Windows Defender Security Center via SCCM.	09/19	3 months

Medium Term Goals (6-18 months) 1/1/20 – 12/31/20

#	Goal/Objective	Est. Start	Est. Duration
1	Research and perform feasibility study around the implementation of Microsoft OMS, providing report to ELT.	01/20	4 months
2	Research and perform feasibility study around the use of Windows Autopilot, providing report to ELT.	03/20	2 months
3	Upgrade System Center Operations Manager to most current version.	05/20	4 months

Long Term Goals (18-36 months) 1/1/21 – 6/30/22

#	Goal/Objective	Est. Start	Est. Duration
1	Research the use of Microsoft Azure Automation and provide report to ELT.	01/21	4 months

Related Roadmaps

- Information Security Management
- Identity and Access Management
- Field Services

Related Resources

- [System Center Configuration Manager overview and roadmap](#)
- [Microsoft Releases System Center](#)
- [System Center 2016 product roadmap](#)

