

# ITS Strategic Roadmap – FY16

## *Systems Lifecycle Management*

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### Background

The management of the Metropolitan Government's over 8,000 desktop, laptop and table computers and over 800 servers requires a coordinated methodology to ensure that these computers have the operating systems (typically Microsoft Windows 7 or Windows Server) and productivity tools like Microsoft Office, and that those tools are kept current with the appropriate version updates and patches.

The ITS department has standardized on solutions to develop, update and support the processes used to build and monitor the health of the desktops, laptops, tablets and servers used by departments we support to meet their business needs. The tasks surrounding these processes include:

- automated deployment of software applications, updates, and patches,
- software and hardware tracking,
- development of Microsoft Operating Systems Deployment (OSD) strategies,
- monitoring the health of servers and the services those servers support ,
- automating workflows in support of Metro ITS' System Center Service Manager application.

Metro ITS provides these services and support for Metro general government department employees, primarily those that are under the executive branch including the Metropolitan Nashville Police Department, but also a number of elected officials including the Davidson County Clerk, Property Assessor, Trustee and Register of Deeds..

The Davidson County Sheriff's Office (DCSO), Justice Integration Services (JIS) and Metro Nashville Public Schools (MNPS) host their own processes and solutions for meeting these needs.

### Current Strategic Drivers

1. **Demand for Secure Government Systems** (High) – With massive data breaches in the news on seemingly a daily basis, we must strive at all times to protect the security, availability and integrity of all systems entrusted to our management.
2. **Customer demand for high availability of Metro services** (High) – Continuous monitoring and being able to identify and proactively respond to events before they become issues are key to maintain high availability of services.
3. **Heightened Expectations of Savvy Metro Employees** (High) – Today's Metro employee, especially younger employees, mirrors the culture at large and is much more willing and capable of engaging with technology than even five years ago. Additionally, these employees have an expectation that the tools that they use at work should perform as well and with the same ease as those used for personal work such as shopping, banking, email and document management.



4. **End of Life Technology: Shortened support durations by vendors for older versions of software** (High) - In an effort to reduce costs, many vendors, including Microsoft, are shortening their support of older versions of applications. This forces Metro to be more agile in its ability to adopt and deploy newer versions.
5. **Customer desire for automation and self-service** (High) – The automation of repetitive and manual tasks will provide better efficiency and proactive problem resolution.

### On the Horizon Strategic Drivers

1. **Cloud Services** (Game Changing) - Microsoft roadmap for most offerings continues to build upon the ability to use cloud services, either hybrid or completely vendor hosted. Departments are looking more towards hosted based solutions to meet their needs as well. The monitoring infrastructure must be flexible enough to extend to these areas.

### Short Term Goals (0-6 months) 7/1/15 – 12/31/15

#	Goal/Objective	Est. Start	Est. Duration
1	Complete update of Microsoft System Center Configuration Manager 2012 R2. This is a key application for providing efficient device and application deployment.	7/15	2 months
2	Complete implementation of Microsoft Orchestrator 2012, including development of operational processes. This is a key application for providing self-service and automation.	7/15	6 months
3	Complete update of Microsoft System Center Operations Manager to 2012 R2. This is a key application for providing monitoring.	7/15	1 month
4	Plan and implement with ITS Field Services the investigation of opportunities to contract out desktop imaging for newly purchased PCs, laptops and tablets prior to delivery.	7/15	3 months
5	With the help of ITS Field Services and Identity Management divisions, help develop a “gold” standard for desktop configurations and a process for enforcing that standard.	9/15	6 months
6	With the help of ITS Server services and Identity Management, help develop a “gold” standard for server configurations and a process for enforcing that standard.	9/15	6 months
7	Develop processes and procedures for engaging application owners in order to fully leverage Metro ITS’ monitoring infrastructure for their monitoring needs.	10/15	3 months



### Medium Term Goals (6-18 months) 1/1/16 - 12/31/16

#	Goal/Objective	Est. Start	Est. Duration
1	Integrate operating system patching into Configuration Manager solution.	1/16	3 months
2	Research methods to extend monitoring technologies to include any cloud partnerships that are in use and develop process for monitoring future cloud service offerings.	3/16	6 months

### Long Term Goals (18-36 months) 1/1/17 - 6/30/18

#	Goal/Objective	Est. Start	Est. Duration
1	Research upgrade of all System Center components, Microsoft roadmap currently unavailable.	7/17	TBD

### Related Roadmaps

- Enterprise Server
- Field Services
- Server Infrastructure
- Service Management

