

# Service Integration Enables IT Efficiency, Stability and Flexibility for the State of Texas

## Capgemini helps the Texas Department of Information Resources shape their IT organization to maximize benefits

### The Situation

Texas is America's second most populous state and the Texas Department of Information Resources (DIR) is responsible for administering citizen and state IT services. In 2006, the legislature approved a bill that authorized DIR to undertake a consolidation project for state agencies. The project faced many challenges, including project overruns and service outages.

After careful consideration and analysis, DIR determined that a different approach would be required to make the project successful. An approach that would utilize latest technologies, standardize processes and deliver consistent, integrated and transparent services across the state.

### The Solution

DIR elected to introduce a new IT governance model that solicited comments and suggestions from customers and encouraged interaction among all parties. Additionally, when the decision was made to rebid, DIR divided up the contract into smaller pieces, allowing for greater vendor participation options.

Capgemini was selected to integrate a variety of services including:

- Information Technology Infrastructure Library (ITIL) based Service Management
- Service Desk Solutions
- Program Management
- IT Security
- Business Continuity

“Capgemini has demonstrated a great skill to integrate services in this first phase of the DCS project. The team clearly understands our challenges as we continue to implement the new governance model.”

Karen Robinson,  
Executive Director, Texas  
Department of Information Resources



- Disaster Recovery
- Financial Management

**The Result**

In the first phase of the project, Capgemini successfully transitioned the Data Center Services (DCS) project to a new, integrated IT service model within the allocated time period. Key to the success of this phase was Capgemini's collaborative approach to:

- Align various service component providers to key business-based objectives
- Consolidate disparate legacy agency facilities
- Reduce state-wide costs for services
- Modernize aging IT infrastructure
- Increase security and disaster recovery capability

Capgemini will be the integrator of multi-sourced services on behalf of the Department of Information Resources as it looks to standardize its infrastructure processes and maximize the value of its IT services delivered by various suppliers. This program will bring together more than 150 experts led by Capgemini's North American Infrastructure Services team, which will support twenty-eight government organizations across the state. Specifically, the team will provide a variety of services including information technology infrastructure library (ITIL) based service management, service desk solutions, program management, IT security, business continuity, disaster recovery and financial management.

**How DIR and Capgemini Worked Together**

The goal throughout was to create a 'One Team' approach. Capgemini and DIR established a spirit of cohesion and collaboration; an absolute pre-requisite to deliver integrated services in an environment in which each customer has unique missions, statutory responsibilities, and business models.

"Our objective is to create a best of breed approach to delivering data center infrastructure services while maintaining total transparency", notes Karen Robinson. To ensure effective provision of data center services, Capgemini implemented a service

integration framework built on several functional entities:

**Service Assurance & Integration**

Provides service across delivery towers to deploy the service management tools and processes and ensure effective integration

**DCS Service Desk**

Provides a consolidated infrastructure desk interface between agency applications service desks and the Service Component Providers (SCP)

**Cross Tower Operations**

Delivers management and operational execution of core cross-component processes

**Service Performance**

Delivers flexible views of integrated performance reporting and analysis to enable management of cross tower operations and contracted service levels across providers

**Program Management Office**

Provides Program Office support to oversee the DCS project and

transformation activities; ensure they are coordinated and progressing to meet the DCS Customer objectives

**Service Delivery Management**

Provides a formal integration point between SCPs and MSI to facilitate cross functional communication and ensure the DCS services meet DIR and Agency demands

**Capgemini Business Office**

Provides support for Capgemini team as well as chargeback operations for the SCPs

**Agency Account Management**

Provides Agency interfaces to ensure the agency's DCS needs are met and issues are resolved

If you would like to find out more about this project, please contact: [success.story@capgemini.com](mailto:success.story@capgemini.com)



**About Capgemini**

With around 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services.

The Group reported 2011 global revenues of EUR 9.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive

the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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Capgemini Infrastructure Services

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**In collaboration with**



DIR provides statewide leadership and oversight for management of government information and communications technology for the State of Texas. DIR has served in a leadership role to facilitate the state's economic competitiveness through its ability to deliver quality information resources

commodities and services at the lowest prices and best value for state and local government as well as the K-12 public and higher education systems. DIR's mission is to provide technology leadership, solutions and value to all levels of Texas government and education to enable and facilitate the fulfilment of their core missions.

For more information, please visit: [www.dir.texas.gov](http://www.dir.texas.gov)