

AO 284

FAQs

What does the AO do?

The AO restructures how the State of Alaska manages all telecommunication and information technology services currently performed by executive branch agencies. It consolidates them statewide under the authority of a single Office of Information Technology headed by the Chief Information Officer (CIO).

Who ordered it?

The Governor signed Administrative Order 284 directing the Department of Administration (DOA) with the lead role in implementation. The DOA will carry out this charge through the CIO. The AO is the capstone to efforts that began in 2014 when the Legislature passed intent language directing the Commissioner of Administration to develop a Strategic Plan for the delivery of Information Technology Services for the State of Alaska. The resulting Strategic Information Technology Plan was initiated by the Parnell Administration and finalized by the Walker Administration and culminates in this AO to consolidate IT across state agencies.

Why did we need it?

The efficient management and delivery of communication and IT services is critical to efficient use of public resources while keeping pace in a changing world. Restructuring will better enable efficient spending on communications and IT by targeting priorities and reducing inconsistencies and redundancies.

How will this optimize spending on IT?

Centralization of IT services can improve the effectiveness and efficiency of government. In the coming months, key performance targets will be identified that will rationalize SOA technologies, improve utilization rates, address coordinated compliance requirements, optimize IT-enabled business improvement, and increase return on State IT investments. We are confident that these practices will allow the State to deliver better services at a substantially lower cost – as has been the case for over 40 other States.

Why do we need a CIO?

The CIO is needed to ensure consistent and effective implementation of the State of Alaska Strategic Information Technology Plan.

What is a Strategic Information Technology Plan?

The Strategic Information Technology Plan was developed at the request of the legislature and serves as the roadmap for the Office of Information Technology. It documents how service delivery can be more efficiently deployed and managed. Services that all state agencies hold in common can be provided as commodities, and operating priorities can be more effectively implemented through 'portfolio management,' an industry best-practice that matches investment to strategic objectives. The plan also calls for the effective optimization of scarce resources, and shared expertise regarding business and technical requirements.

How will things change for people doing business with the State?

The OIT will work with Executive Branch agencies to improve the way State government acquires and manages information technology and to use a coordinated approach that builds on existing structures and successful practices for maximum public benefit. The business community will find a more cohesive, comprehensive approach to technology acquisitions.

How will things change for IT Employees?

On day one, the IT Managers will become the direct reports of the CIO, and they will act as “Department Technology Officers”, or “DTOs”. The IT staff will continue to report to the DTOs. The new OIT will offer new opportunities for career advancement, professional development, and continuous learning and growth.

How will things change for non-IT State employees?

Non-IT State employees are not included within the scope of the Administrative Order.

Will State employees get laid off?

No. There are no layoffs associated with this Administrative Order.

Do other states approach IT this way?

Yes. Most other states manage their IT assets through a centralized CIO organization. This is also how most big businesses manage IT assets as well.