



State of Kansas

IT Integration Assessment, Roadmap, and Planning

Overview Deck
July 7, 2025



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1. What is the IT Integration Planning initiative?



What IT Integration is:



1

A defined target state **PLAN** for the State of Kansas IT operating model, financial model and architecture

2

An actionable multi-phased **ROADMAP** with sequenced recommendations and phase gate criteria

3

Built **COLLABORATIVELY** with State of Kansas agencies and **CUSTOMIZED** to State of Kansas' unique environment

What IT Integration is not:



1

IMPLEMENTATION of State of Kansas IT operating model, financial model and architecture

2

An ambiguous or generic Roadmap that is executed **OVERNIGHT**

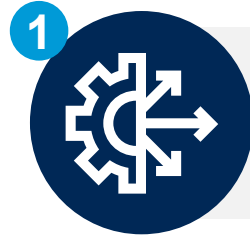
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A Plan and Roadmap that happen **TOP-DOWN** to Agencies, not in partnership with Agencies

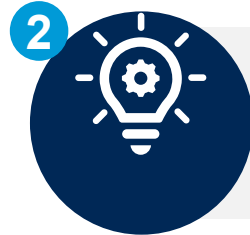
1. What is the IT Integration Planning initiative?



*The goals
of SB 291
are clear....*



Maximize Value of IT Resources



Increase Cost Efficiencies and Reduce Technological Debt



Provide High Impact Citizen and Agency Services



Ensure a Safe and Secure Environment

1. What is the IT Integration Planning initiative?

The change vision is a concise, inspiring description of the desired future state for the KS OITS IT Integration Planning Initiative. Leaders should use it to clearly communicate the purpose and benefits of the change, aligning and motivating stakeholders throughout the process. By consistently referencing the vision, leaders can guide decision-making and maintain focus on the end goal.

Change Vision Statement

Through IT integration, the State of Kansas is committed to building a more connected, efficient, and secure future for everyone we serve. By working together and embracing a spirit of collaboration, we will bring our statewide technology, expertise, and support under a more unified approach to IT services and infrastructure. This unified approach will help us stay ahead of technological changes and risks, while ensuring that every Kansan benefits from reliable, innovative, and responsive public services.

2. Who is the State of Kansas working with?



For 40 years, Gartner has helped clients make the right decisions and stay ahead of change

Gartner is **the world leader in technology research and advisory**. We've expanded well beyond our flagship technology research to provide senior leaders across the enterprise with the indispensable insights, advice and tools they need to achieve their mission-critical priorities and build the organizations of tomorrow.

Together with our clients, we fuel the future of business so that a more successful world takes shape.



Research

Industry's largest research database with 150,000+ documents covering 1,000+ technology and business topics



Consulting

Results on initiatives through customized client engagements that address your mission critical priorities



Advisory Services

Unique perspective for clients delivered via one-on-one interactions with our subject matter experts



Conferences

Information-packed sessions led by Gartner analysts, peer networking with senior IT and business leaders, and much more

2. Who is the State of Kansas working with?



Gartner Consulting has assisted other state governments with their consolidation and centralization efforts

State of Minnesota

Centralization Design & Strategy
(improve state agency experience)

Organizational Structural Archetypes

Developing an IT organizational design benefits from reference of these three structural archetypes to meet State-wide demands and define the IT organization of the future.

(A) Responsive IT Organization

- Purpose:** Deliver consistent IT solutions on demand, responding to explicit enterprise needs.
- Business Context:** The enterprise needs IT to provide technology support for a business-defined operating model.
- IT Service Provided:** I&O is supplied, in addition to maintaining back-office business support (IT services).

(B) Engaging IT Organization

- Purpose:** Work together with the enterprise to define, develop, deliver, and operate IT solutions to shape enterprise demand.
- Business Context:** The enterprise expects IT to go beyond being reactive and, instead, to become an active participant in technology-enabled business solutions.
- IT Service Provided:** In addition to providing IT services, it also supplies business services.

(C) Driving IT Organization

- Purpose:** Proactively drive the organization and external stakeholders, directly transforming the business (driving enterprise demand).
- Business Context:** As the enterprise is or is becoming a digital enterprise, IT solutions are vital to the success of the enterprise and as such, IT is expected to proactively inspire the rest of the enterprise.
- IT Service Provided:** Supplies IT services, business services, and business transformation.

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The Service Value Framework aligns with the Run, Grow, Transform strategy to segment performance metric by benefit

Current Practices

- Run:** Service Quality, Service Velocity, Operational Efficiency.
- Grow:** Organizational Effectiveness.
- Transform:** Business Performance & Customer Value.

Future State

- Run:** Security & Risk Management Metrics, IT Central Technology & Service Ticketing Metrics.
- Grow:** Learning from Shared Best Practices.
- Transform:** BRM Qualitative Monthly Readouts, Customer Experience Feedback Surveys (currently in use at limited agencies).

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State of Iowa

Operating Model Assessment and Design
(state agency experience, operating model)

In the target state, legacy OCIO will be able to work towards **IOWA resolving some of the challenges highlighted during discovery**

- In the current state, legacy OCIO demonstrates a focus on process efficiencies more than meeting service expectations of customers.
- In the target state, legacy OCIO as DDM DoIT will need to pivot into focusing on the overall agency/customer experience through defined service level expectations, and robust business management processes.

Asset

Goal: Minimizing the cost of IT resources (people or technology assets) through consolidation, asset utilization control and life cycle management.

Process

Goal: Efficiency-focused, but concentrates on the end-to-end cost, standardization and optimization of IT organizations' processes, rather than assets.

Service

Goal: Optimizing the internal customer's experience, while explicitly achieving contractually negotiated cost and quality goals. Highly focused on service outcomes.

Value

Goal: Leveraging IT for clear enterprise competitive advantage via digital business transformation to create increased value from digital products and services.

Invention

Goal: Building on the capabilities of the value model and leveraging technology capabilities to reinvent the business model, rather than just expand the existing model.

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IT will be engaged throughout the lifecycle of an IT demand to ensure timely and efficient fulfillment of agency IT needs.

Ideation

Agencies capture ideas stemming from operational needs, technology innovations and/or regulatory requirements with the help of BRMs.

Prioritization & Decision Making

Governance panels' review incoming IT demands against enterprise and agency priorities and available resources to develop portfolio of initiatives.

Evaluation

Overight, monitoring, measurement and continuous improvement until fulfillment.

Submission & Intake

Agencies and BRMs collaborate to develop ideas into IT project demands/project proposals with complete, concise submissions for decision making.

Implementation

IT project/demand staffing, sourcing, design, build and test activities with structured project management and status reporting.

Outcomes

Solutions

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State of Tennessee

IT Consolidation Strategy & Roadmap
(use EA to refine enterprise services)

Gartner's framework identifies recommended priorities

Summarized Set of Priorities for Group 2B

- Develop an integrated data center and cloud strategy / roadmap
- In alignment with the data center and cloud strategy output, improve infrastructure automation

Service Improvement Plan - Contents

The Service Improvement Plans for each service include a summary of the previously provided findings and recommendations to improve the services

Findings

- Description/Current Scope of Services:** Details about the current client service
- Key Data Points:** Descriptive details such as employees, customers, and metrics, where applicable
- What is Working Well:** High points of current service
- Improvement Opportunities:** Aspects of the service that have generated recommendations for improvement
- Key Risks:** Potential risks to the continued delivery of the service that may need mitigation

Recommendations

- Number:** A unique number to enable recommendation tracking
- Name:** The descriptive name of the recommendation, tied to an improvement opportunity or key risk to be mitigated
- Description:** Steps to execute the recommendation
- Benefits:** Expected benefits from following the recommendation; icons denote alignment to strategic client benefits outlined on the next slide
- Impact:** Relative low/medium/high impact of recommendation
- LoE/Complexity/Cost:** Relative effort to achieve benefits

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Framework to Assess Client Services

1. Strategic Value / Competitive Differentiation

The importance and degree to which this service is a core competency and provides a differentiating capability for the enterprise

2. Service Effectiveness

The level of performance the service currently delivers relative to defined and needed requirements, ITSM processes, and meeting the customer experience

3. Transition Complexity

The level of complexity to either implement internal improvements and/or transition functional responsibility to another service delivery model or service provider

4. Internal Organizational Capabilities

The level of skill / expertise within the organization to provide and/or improve retained service and/or manage a managed service provider

5. Sourcing Market Potential Risk

The level of risk associated with sourcing managed services, including the level of competition and potential alternative vendors available on the market based on the full scope of responsibilities under consideration

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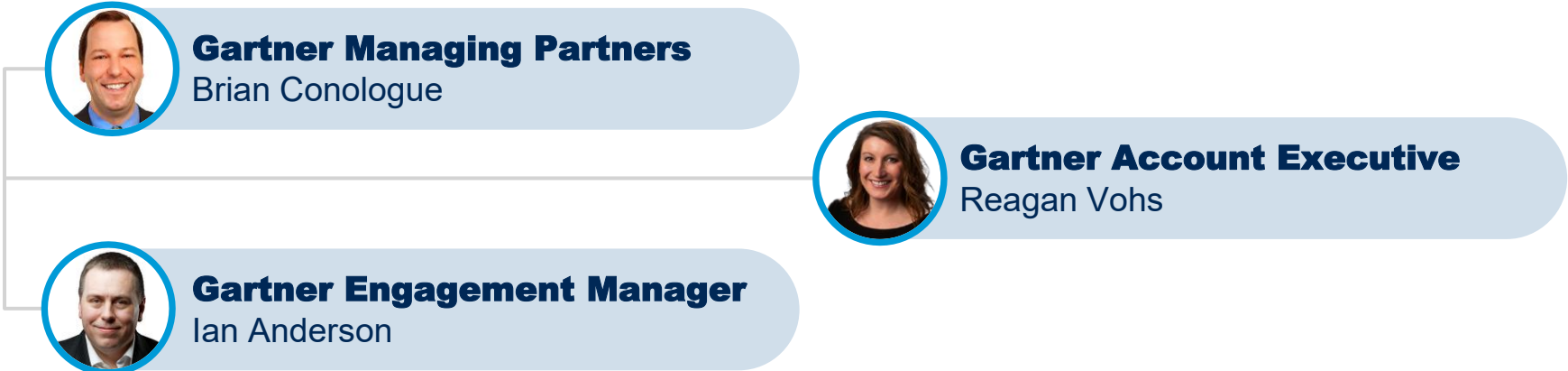
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2. Who is the State of Kansas working with?



Gartner's experienced team brings the right breadth and depth of expertise at the right time



Organization

Jason Kim
Lead

Brian Sato
Support

Architecture

Vimal Sharma
Lead

Jay Zeng
Support

Christine Wilson
Support

Financial

Ralph Baxter
Lead

Marty Williams
Support

OCM & Comms

Sana Rizvi
Lead

Cyber

Micheal Orozco
Lead

Brian Massa
Support

Michael Love
Support

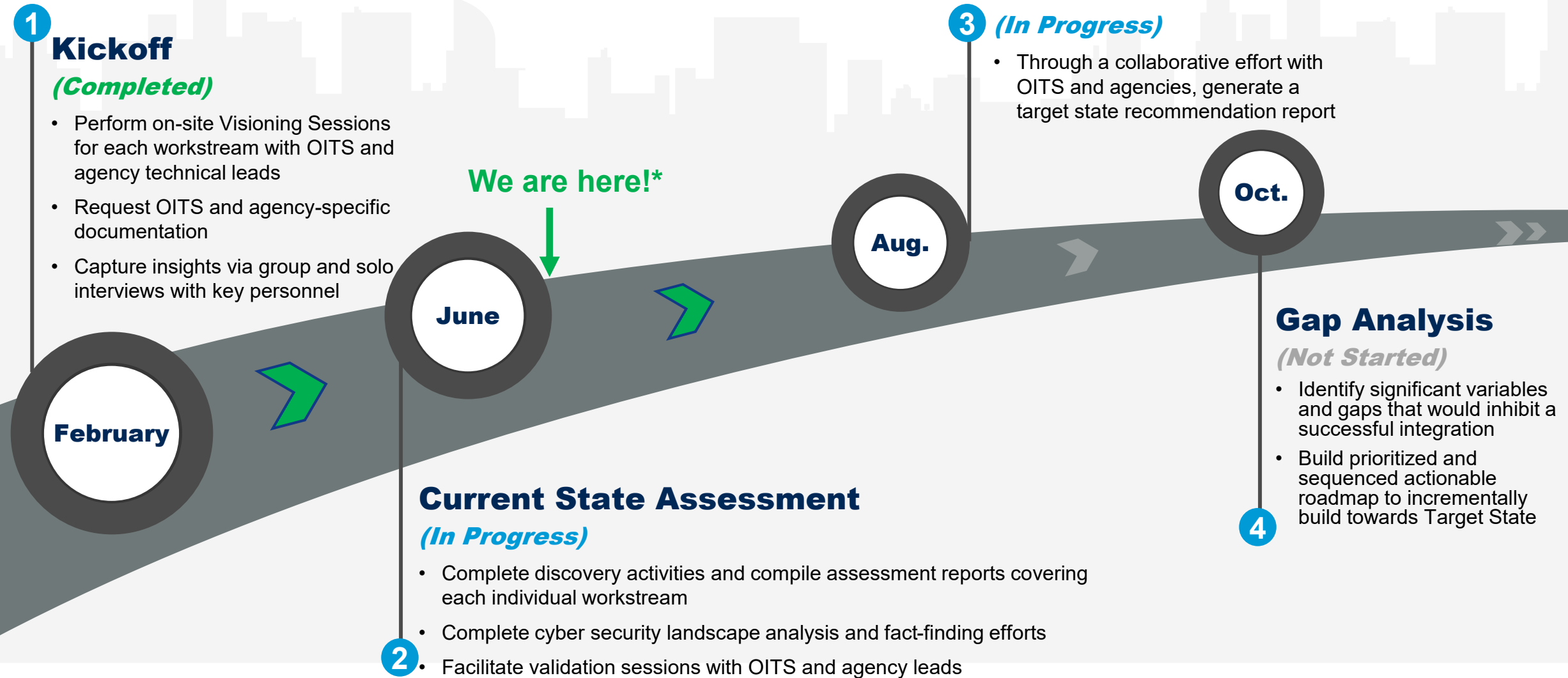
Jacob Landwehr
Support

Quality Assurance

Steve Nichols
QA

Pat Connelly
QA

3. Where is the initiative and what's next?



4. What has the Plan uncovered so far?

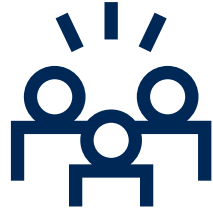


Gartner leveraged a combination of interviews, documentation and survey results to assess the current state



39

Participating
Agencies



130+

IT Stakeholders
Interviewed



200+

Documents
Reviewed



97

Participants
Surveyed

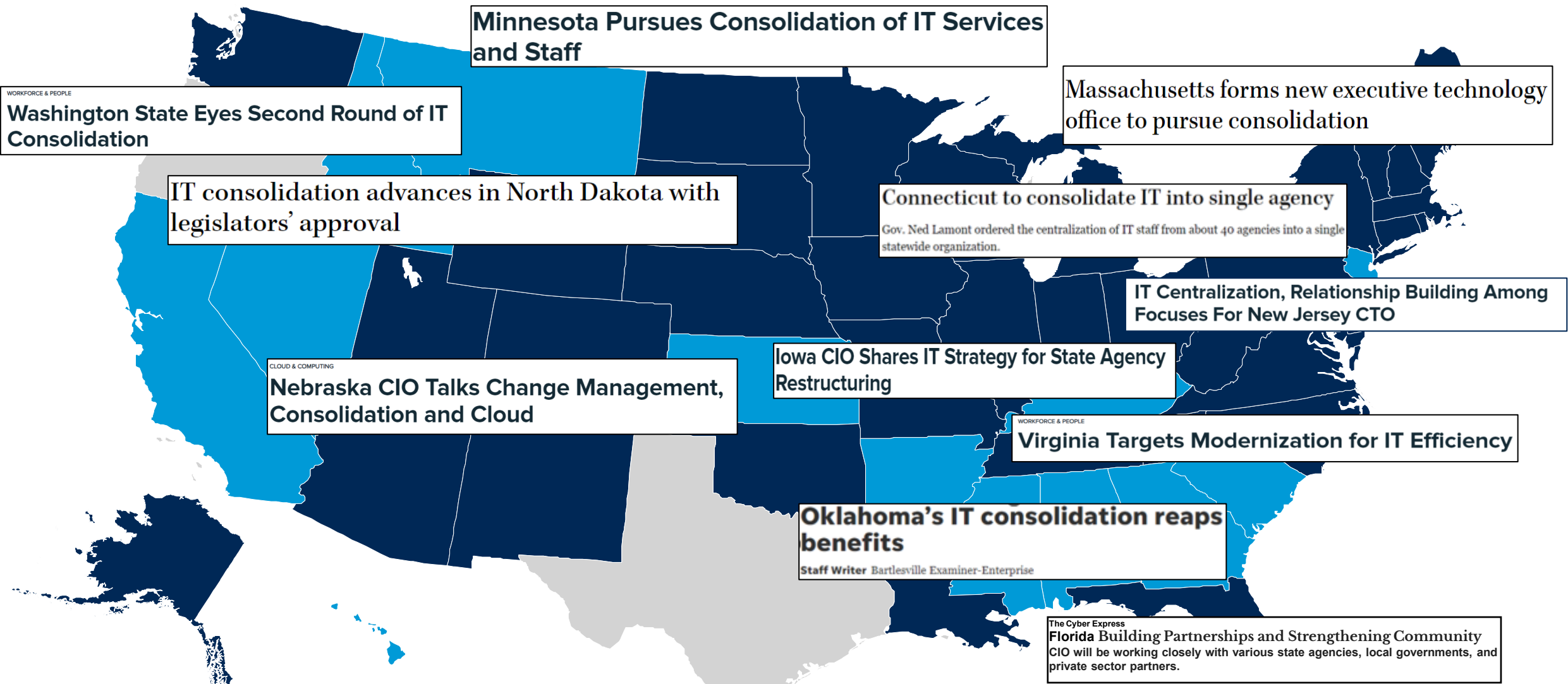


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Agency IT
Financials
Submitted

4. What has the Plan uncovered so far?

*Landscape of state IT organizations (IT Services) shows centralization and hybrid as a trend**



**Presented to State of Kansas at February '25 summit*

4. What has the Plan uncovered so far?



*Kickoff and initial visioning sessions yielded critical insights into Current State and Recommendations...**

01

Historical Integration Efforts Challenge Overall Enthusiasm



- Understand challenges from prior effort(s)
- Address challenges upfront in planning efforts, don't wait until implementation of the plan!
- Ensure clarity that planning is happening with Agencies, not to Agencies!

02

Agency Partnerships and Bi-Directional Communications Are Critical to Action



- Project goals and objectives must be well understood
- Agency input and two-way communication must be consistent amongst partners – both large & small!
- Continuous Agency engagement is critical to driving consensus and developing a realistic future state

03

One Size Does Not Fit All for Kansas and its Agencies



- Planning must balance state and agency needs & capabilities
- Agency missions are unique, creating potential differentiation in IT needs, services and SLAs
- Plan and roadmap must consider Kansas' unique IT environment and ecosystem

04

2025 Presents Opportunity for Foundation Building & Demonstration



- Integrate project with other key initiatives focused on IT environment (CSF, ITSM, etc.)
- Renew focus and clarity on OITS service catalog
- Provide clarity on OITS mission and role

**Presented to State of Kansas after February and March '25 summits*

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4. What has the Plan uncovered so far?



*Current State findings provide opportunities for State of Kansas to achieve SB 291 goals**



Statewide opportunities exist to optimize and rationalize technology landscape and increase operational and cost efficiency



Statewide IT coordination, communication and governance require more scale, agility and transparency



Statewide IT services and capabilities must continue to mature to meet agency needs and expectations in the future



Ongoing agency input and engagement into the IT Integration effort is critical to making it actionable and achievable

**Presented to State of Kansas at June '25 Summit*

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5. Where can I find more information?



The project has a [website](#)!

List of [accessible PDF documents](#) (timeline, kickoff presentation, SB No.291, etc.)

Key [project milestones](#) with dates/activity details through October 2025

[Contact form](#) to send any questions to project team!

[Description of each workstream](#), along with workstream lead and contact information

List of [frequently asked questions](#) that will be updated regularly, as needed

Kansas
Office of Information Technology Services

Divisions Services Security Resources Support About

IT INTEGRATION PROJECT

GOVERNANCE

POLICIES

STATUS

3-YEAR II PLAN

PROJECT DOCUMENTS

IT Integration Assessment Timeline

House Substitute for SENATE BILL No. 291

Gartner Services - Summary of SENATE BILL No. 291

Gartner Services - Kansas IT Integration Assessment Kick-off Presentation

IT Integration Project

About the Kansas IT Integration Assessment

The recently passed [Senate Bill 291 \(SB 291\)](#) has initiated the IT Assessment Project, which mandates the development of a comprehensive plan to consolidate information technology services under OITS. This will greatly enhance the cybersecurity of state agencies and further protect Kansas's data.

Through October 2025, OITS, state agencies, and Gartner Consulting will assess the current state of state agency IT infrastructure to create a plan for potential 2026 integration projects.

To learn more, utilize the resources on this page or ask a question to project leaders below.

[Ask a question](#) [Project FAQs](#)

Project Overview Organization Architecture Financial Change Management & Controls Security & Risk

Monitor project plan and execution of the five primary workstreams

Coordinate workshops, meetings, and stakeholder engagement

Provide regular status reporting to key leaders

Lead: [Jan Anderson](#)

2025 Project Milestones

FEBRUARY

MARCH

JUNE

JULY

AUGUST

SEPTEMBER

OCTOBER

IT Assessment FAQs

[Expand/Collapse Questions and Answers](#)

What is the objective of this initiative?

Who is involved in the initiative?

How will I find out more?

Who is Gartner?

How is Gartner assisting?

Who do I speak to if I have a complaint regarding Gartner services or a Gartner team member?

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