

Purchasing Power of the Department of Information Services

The Department of Information Services (DIS) offers customers a convenient, single source for competitively acquired technology services. Using the combined purchasing power of multiple state agencies, DIS delivers quality, reliable products and services to customers at competitive prices. RCW 43.105.052 specifies that the use of these services is discretionary.

When purchasing from DIS, customers benefit from:

- Time-saving support from technology experts who competitively bid hardware, software, computer processing, storage, and professional services in compliance with state policies.
- Informed recommendations from our technology procurement professionals who manage vendor relationships, track industry trends, and stay current on the latest technological offerings.
- Compliance with competitive requirements and elimination of redundant customer work.
- The collective buying power benefits in reduced costs and increased efficiencies, regardless of agency size.

Technology Brokering Services and **Software Contracts** provide customer agencies a convenient, single source for competitively acquired IT products and software. For example, DIS customers benefit from the combined purchasing power of master contracts for Adobe, Autodesk, CheckPoint, Citrix, FileNet, Interwoven, Microsoft, Novell, Oracle, SAS, and Tumbleweed software. Utilizing the size of the DIS customer base maximizes the savings for each of these products. During the 2005-2007 Biennium, the enterprise master contracts for computers and software saved DIS customers over \$17 million.

The Leasing Program helps state agencies lower their total technology ownership costs on desktop, laptop, or file server leases.

- Technology Brokering Services offers operational leases to state agencies for PCs.
- Leasing allows agencies to distribute payments throughout the life of the equipment, moving from a single large capital expense to a monthly operating expense.
- Leasing has become a successful tool used to implement best practices in asset management by formalizing replacement cycles.
- Lease-returned equipment is transferred directly into K-12 school classrooms through the Computers 4 Kids program.

Information Technology Professional Services (ITPS) contracts provide customer agencies access to the professional and technical expertise of contractors who can conduct a specific study, project, task, or duty. ITPS also provides purchased services for activities involved in routine IT functions and allows customers to respond to urgent needs while following competitive practices. With access to a pre-screened and immediately available pool of consultants, customer agencies save time, effort, and expense by utilizing the ITPS contracts.

Network Services provide customer agencies with reliable, cost-effective networks. Shared networks allow for highly resilient network services including: network problem management, network monitoring, mainframe access, service desk support for DIS services, and the management of a statewide network that provides digital connectivity for voice, video and data transmission. Through the use of cooperative partnerships such as the K-20 Operations Cooperative (KOCO), DIS was able to leverage the combined purchasing power to build the State Telecommunications Next Generation Network, saving \$70,000 a month from the previous agreements.

Integration Services make it easier and more cost-effective to access data and applications across different computing platforms and networks. These services simplify inter/intra-agency networking and provide a more secure environment. Communications are also improved through a standardized set of products and terminology.

Enterprise Business Services provide continual support 24 hours a day, 365 days a year including: incident management, problem management, system monitoring, mainframe and server access, service desk support for DIS services, facilities environmental monitoring, and the ability to continue services in the event of power loss. Hardware, software, maintenance, and operation costs are reduced for all participating agencies when shared services are provided from a central location. The secure State Data Center provides automatic fire suppression, backup power supplies, and 24x7 on-site monitoring of facilities and equipment. DIS also offers a Service Desk that is staffed at all times to receive customer calls and notify technicians of problem situations.

The **Access Washington®** portal is a single location that links users to information about state agencies and the services they offer, as well as information on conducting business in Washington. Using standardized templates, web presentation style guides, and user-centered design methodologies, DIS Website Services delivers quality websites to customers and their audiences.

Leveraging DIS Purchasing Power through Section 903

Section 903 of the 2007-09 Biennium budget directs state agencies to consult with DIS before making information technology acquisitions. The Section 903 process was implemented in July of 2007. This consultation process has increased state agency awareness of the cost effective, shared services offered by DIS.