

It Takes Commitment

NTT DATA, the State of Georgia and the Georgia Technology Authority partner to deliver continuous innovation



The State of Georgia is more than a top producer of peaches, pecans and peanuts; it's a dynamic, vibrant economy. The state's government supports more than 10.5 million citizens in 159 counties spanning 57,906 square miles. To effectively support its citizens, Georgia needs an integrated, future-ready technology enterprise. The Georgia Technology Authority (GTA) provides this through IT infrastructure and network services for agencies and departments throughout the state. GTA manages the delivery of IT infrastructure services to 85 executive branch agencies and provides managed network services to 1,300 state and local government entities.

GTA's vision is to provide a transparent, integrated enterprise where technology decisions are made with citizens in mind. For over a decade, NTT DATA has been providing end-user computing services to state agencies on behalf of the authority.

Recently, we expanded our deskside support services to include the 41,000 desktops and laptops across 1,900 sites Georgia's executive branch employees use. Our Dynamic Workplace Services include a broad spectrum of support services, including break/fix services, endpoint management, and installs, moves, adds and changes involving both hardware and software. We also provide full lifecycle hardware and software asset management and security services such as antivirus/antimalware, patch management and device encryption. NTT DATA's pandemic response solutions have enabled thousands of state employees to work remotely from home and keep Georgia's government services running safely.



"[NTT DATA] is a valued and trusted partner for us. Their team has been integral to our success in meeting the state's business objectives, including providing secure, reliable delivery of end-user computing services designed to improve the overall customer experience."

Dean Johnson, Former
Chief Operating Officer,
Georgia Technology Authority

Commitment to innovation

NTT DATA's commitment to innovation extends across the lifetime of our contract with GTA. As part of NTT, we leverage a \$3.6 billion annual investment and our 6,000 forward-thinking research and development professionals work daily to stay at the forefront of technology, which puts NTT DATA at the forefront of innovation. Our contributions to technology have changed the way we work, communicate and process information.

For NTT, innovation is more than a marketing claim — it's in the lifeblood of our organization. We live it, breathe it and deliver it. Our forward-leaning solutions have been recognized globally, and we're honored to have been recognized in such notable awards as the 2019 Statescoop Local Smart Award and the Government Innovation Award.

At GTA, innovation means implementing NTT DATA's commercial and government best practices to transform service delivery and create a dynamic workplace. This approach contributed to the authority receiving the 2019 Global Excellence in Outsourcing award from the International Association of Outsourcing Professionals (IAOP). In partnership with GTA, we have introduced, and continue to deploy, a variety of innovations and creative solutions, including:



Innovation program



We originally set aside funding to invest in innovation projects jointly agreed upon by NTT DATA and GTA. To guide these efforts, we created an innovation governance council that includes representatives from NTT DATA, GTA and select state agencies. The group's charter is to review new technology and services trends, prioritize them, and then select specific innovation projects. We now host collaborative innovation sessions with Georgia.

Device as a service



We simplified equipment procurement and allocation to make sure GTA customers have the latest and greatest options. The authority and other state agencies pay a monthly lease and support fee to use standardized configurations from hardware vendors.

Self-healing and automation



We rolled out self-healing tools that automatically identify and fix issues prior to service disruption. We also automated processes such as scheduling user device refreshes, including device selection. Scripts and templates from Microsoft System Center Configuration Manager automate some self-healing at the device level, and the system pushes out updates of Microsoft Office 365. We refresh laptops and tablets every 36 months and desktop workstations and network printers every 60 months.

To keep the health and safety of all employees front and center, we introduced two new self-service refresh options, Home Self-Service Refresh and Office Self-Service Refresh. With Home Self-Service Refresh, new laptops can be shipped to an employee's home, and an appointment with a remote technician can be scheduled. GTA employees throughout the state can opt for Office Self-Service Refresh to swap out old devices at a designated State of Georgia office. Both options support the remote worker program and allow employees to choose what works best for them.

Software asset management



NTT DATA helps GTA and other state agencies proactively manage software license compliance. This involves reviewing the terms and conditions of enterprise license agreements (ELAs) for the top 10 software applications and publishers, evaluating each agency's ELA compliance and automatically identifying unused licenses to help agencies proactively manage license compliance.



Commitment to the user experience

Many of Georgia's state agencies rely on GTA to provide infrastructure services, including those for mainframes, servers, storage, cloud, service desk, end-user computing, disaster recovery and managed security. Currently, 14 executive branch state agencies receive all these services through GTA, while other agencies typically receive two or three services to fulfill their important missions.

Our efforts have improved the experience for users throughout the state and made security a priority. The device refresh process is now much easier, with user-initiated confirmation and scheduling as well as shorter build and staging times. Stronger antimalware and antivirus capabilities have significantly improved end-user computing security. These proactive measures benefit the State of Georgia by improving the availability of devices and the security of state data.

"[NTT DATA] is a valued and trusted partner for us," says Dean Johnson, former chief operating officer at Georgia Technology Authority. "Their team has been integral to our success in meeting the state's business objectives, including providing secure, reliable delivery of end-user computing services designed to improve the overall customer experience."

About NTT DATA

- Top 10 global IT systems integration and communications company
- 4th Largest in Global Implementation Services in 2019 by Market Share Worldwide*
- Delivers IT services to 42 states
- Serves over 90 federal agencies and military branches
- More than 200 data centers worldwide
- Supports over 4 million service desk end users annually
- Processes 100 million healthcare claims annually



Commitment to continuous improvement

GTA's mission is to provide technology leadership and sound IT enterprise management to the State of Georgia, and NTT DATA has been instrumental in helping the authority deliver on its promise. We know that it's important to continue to improve, learn and implement best practices on behalf of our client, which is why we have an open dialogue for continued communication with GTA.

NTT DATA established a forum for lessons learned to improve the services we deliver to Georgia. For example, in working with a multi-sourcing service integrator (MSI), we learned that making our managers directly accessible to GTA — and GTA's customers — was better than having the MSI serve as a go-between. We invested in additional personnel to better manage our relationship with the state and represent NTT DATA in meetings that discuss creating a dynamic workplace. State personnel can directly address our managers with specific concerns or suggestions, while we can quickly provide feedback using our knowledge of the enterprise, lessons learned and best practices.

We believe that our strong commitment to continuous improvement, innovation and introduction of new capabilities significantly contributes to our successful partnership with GTA and the State of Georgia.



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NTT DATA Services is a recognized leader in IT and business services headquartered in Texas. A global division of NTT DATA — a part of NTT Group — we use consulting and deep industry expertise to help clients accelerate and sustain value throughout their digital journeys.

NTT DATA
Trusted Global Innovator