INFORMATION TECHNOLOGY
APPENDIX A

APPLICATIONS INVENTORY

Applications Inventory - Detailed Analysis

The purpose of application inventory analysis was to create an inventory of current Office of Information Resources (OIR) applications and a sample of 12 other agencies and determine the technical soundness of OIR and agency application portfolios.

KPMG collected application inventory information from OIR and a sample of agency systems and studied the results of the diagnostic. This appendix presents the results of KPMG's research.

OIR Applications

The following results provide information about OIR's applications:

The average age of OIR's application portfolio is 10 years of age. The breakdown of age is as follows:

- 47% of applications implemented in the 1990's
- 36% of applications implemented in the 1980's
- 15% of applications implemented in the 1970's
- 2% of applications implemented in the 1960's

The most common programming languages used for OIR applications are second generation languages. The breakdown of programming language is as follows:

- 65% of applications use COBOL
- 15% of applications use Natural
- 11% of applications use Access
- 9% of applications use a different programming language

OIR applications, if any, used the following older database products:

- 52% use IDMS database products
- 22% do not use any database products
- 15% use ADABase database products
- 11% use Access database products

Very few of OIR's applications are written for use on personal computers (PC); instead, most applications written for mainframe computers.

- 87% of applications written for mainframe use
- 13% of applications written for PC use

OIR primarily uses custom generated applications, as compared to packaged applications.

- 91% of applications custom generated
- 9% of applications are package solutions

Agency Applications

The following results provide information about state agencies' applications:

The average age of agencies' application portfolio is 13 years of age. The breakdown of age is as follows:

- 34% of applications implemented in the 1990's
- 34% of applications implemented in the 1980's
- 32% of applications implemented in the 1970's

The most common programming languages used for agency applications are second generation languages. The breakdown of programming language is as follows:

- 73% of applications use COBOL
- 12% of applications use Natural
- 10% of applications use Mapper
- 5% of applications use a different programming language

Agency applications, if any, used the following older database products:

- 47% do not use, or use another database products
- 29% use DMS database products
- 24% use ADABase database products

Very few agency applications are written for use on personal computers (PC); instead, most applications written for mainframe computers.

- 54% of applications written for mainframe use
- 41% of applications written for UNISYS use
- 5% of applications written for PC use

Agencies primarily uses custom coded applications, as compared to packaged applications.

- 85% of applications are custom code
- 15% of applications are package solutions

INFORMATION TECHNOLOGY
APPENDIX B

USER SATISFACTION SURVEYS

User Satisfaction Surveys - Detailed Analysis

The purpose of user satisfaction survey was to determine user satisfaction with OIR and agency applications and also assess the level of service provide by OIR.

KPMG surveyed OIR application users to gather information about their rate of satisfaction with various OIR applications. Additionally. KPMG surveyed users of OIR services to collect information about their level of satisfaction with the services provide by OIR.

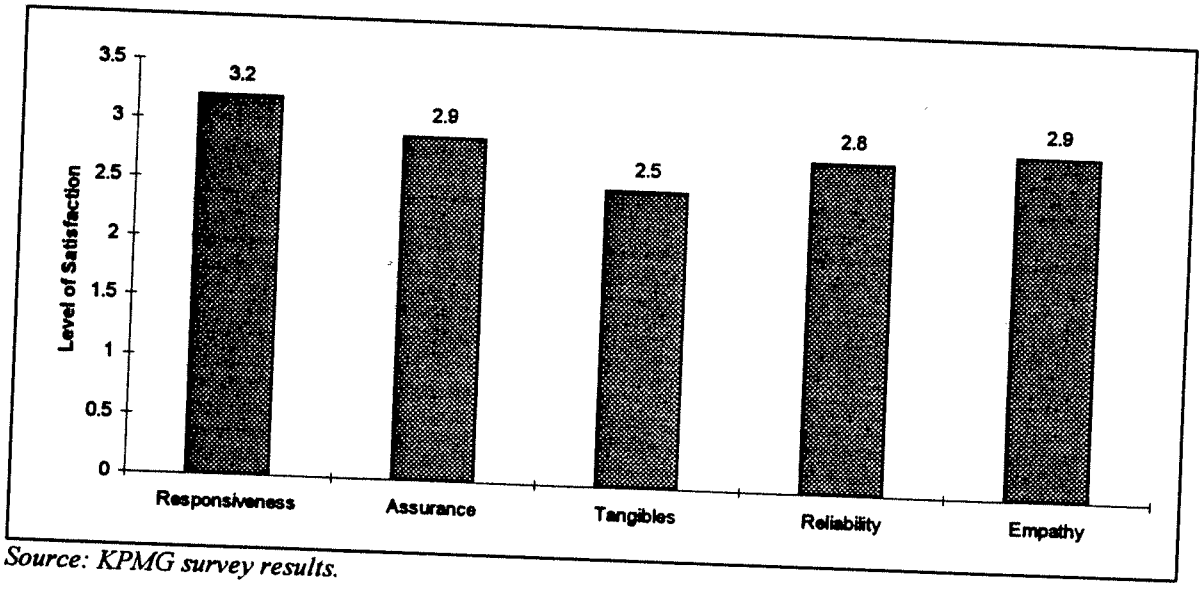
OIR Applications

Exhibit B-1 provides information about user satisfaction with OIR services:

- Users are relatively pleased with the work of OIR staff
- Users are most satisfied with OIR's responsiveness to questions and needs
- Users are least satisfied with OIR's ability to solve business needs

The chart below depicts user satisfaction with OIR services (level of satisfaction based on a scale of 0 (lowest) to 4 (highest)).

Exhibit B-1
User Satisfaction with OIR Services



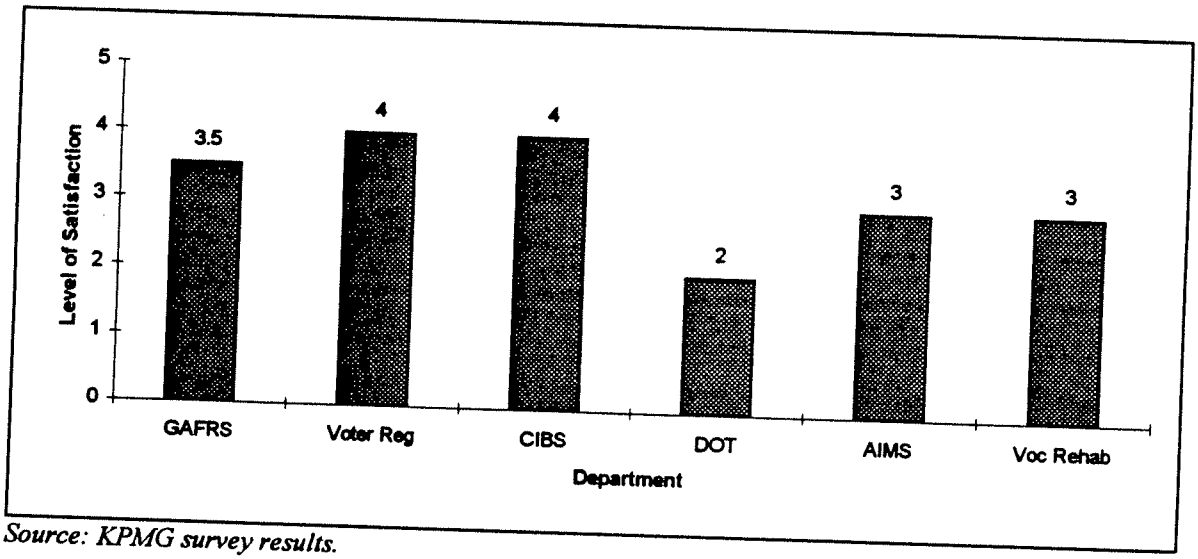
Source: KPMG survey results.

Exhibit B-2 provides information about departmental user satisfaction with OIR applications:

- Users indicate a wide level of satisfaction range for different applications

The chart below depicts user satisfaction with OIR applications (level of satisfaction based on a scale of 0 (lowest) to 4 (highest)).

Exhibit B-2
Departmental User Application Satisfaction



Source: KPMG survey results.

INFORMATION TECHNOLOGY
APPENDIX C

MANAGEMENT PRACTICES

Management Practices - Detailed Analysis

The objectives of the management practices review were to:

- Assess how effectively the information technology (IT) function supported the user community
- Determine the maturity level of practices and processes used to manage technology and services
- Examine the IT organization's ability to perform work
- Allow for comparison to other IT organizations
- Identify opportunities for improvement

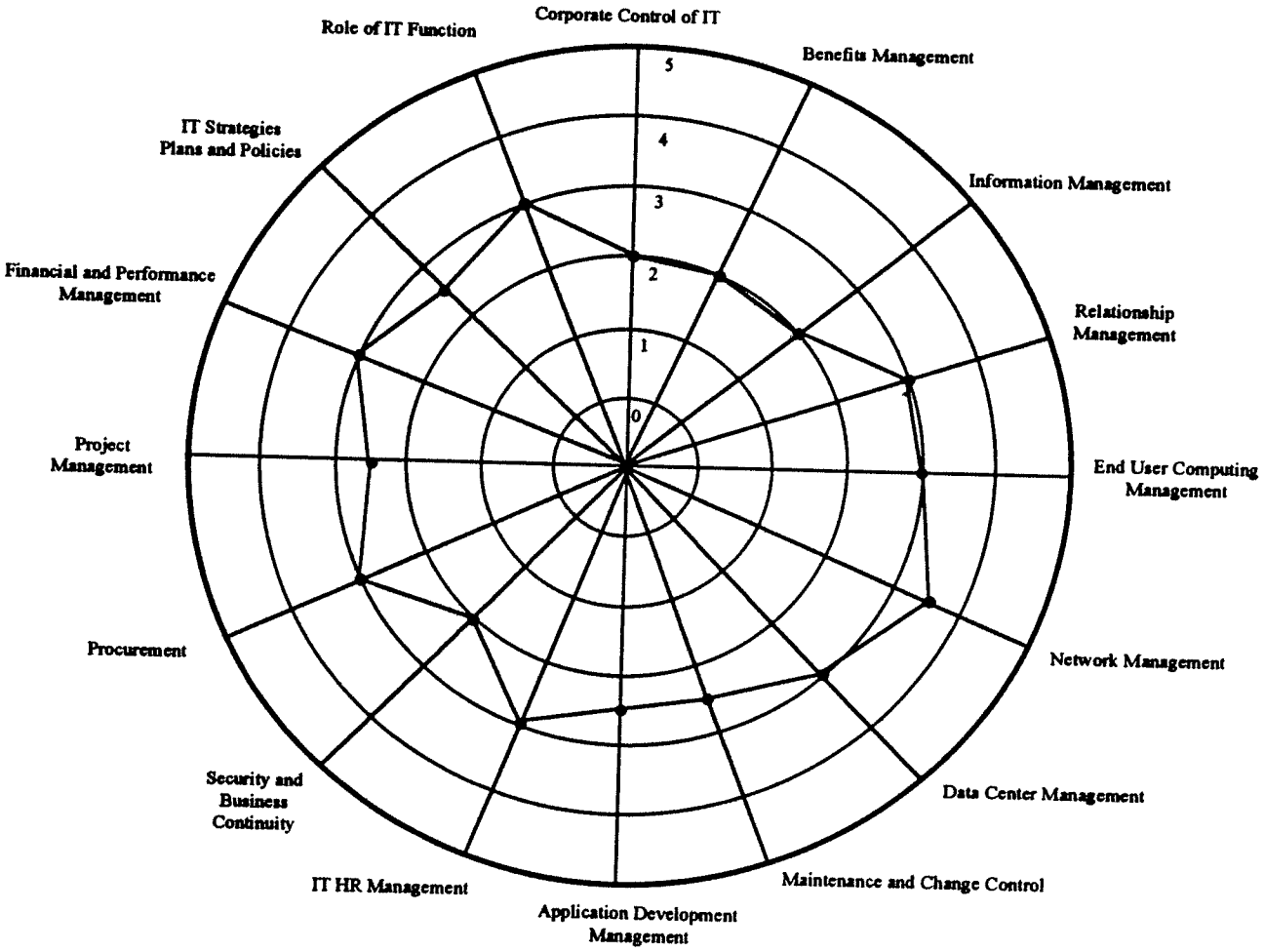
KPMG's activities and approach to the management practices survey was:

- Conducted a structured interview with the IT executives from OIR and 12 other agencies. Topics discussed covered sixteen key categories of management practices for the IT organization.
- Conducted an applications development and maintenance workshop with the applications director of OIR. Covered three major categories (projects, maintenance/enhancement and strategy) and ten topics.
- Conducted an infrastructure workshop with the data center manager of OIR. Covered four categories (services, service support, projects and strategy) and fourteen topics.

Following the conclusion of the data collection period, KPMG documented responses, compared feedback, and analyzed the results.

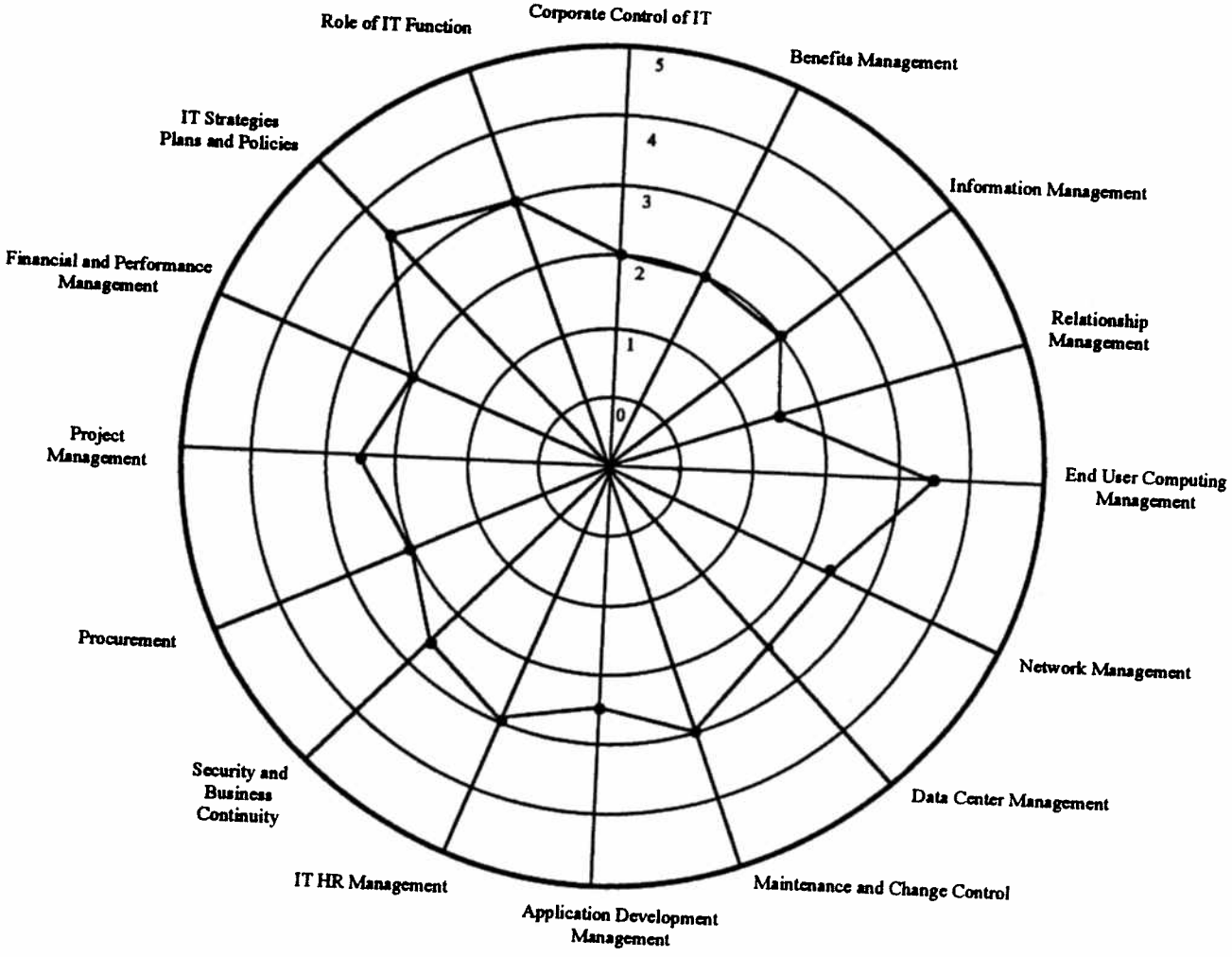
The following pages highlight some of results from the practice management survey.

Exhibit C-1
High Level IT Management - OIR



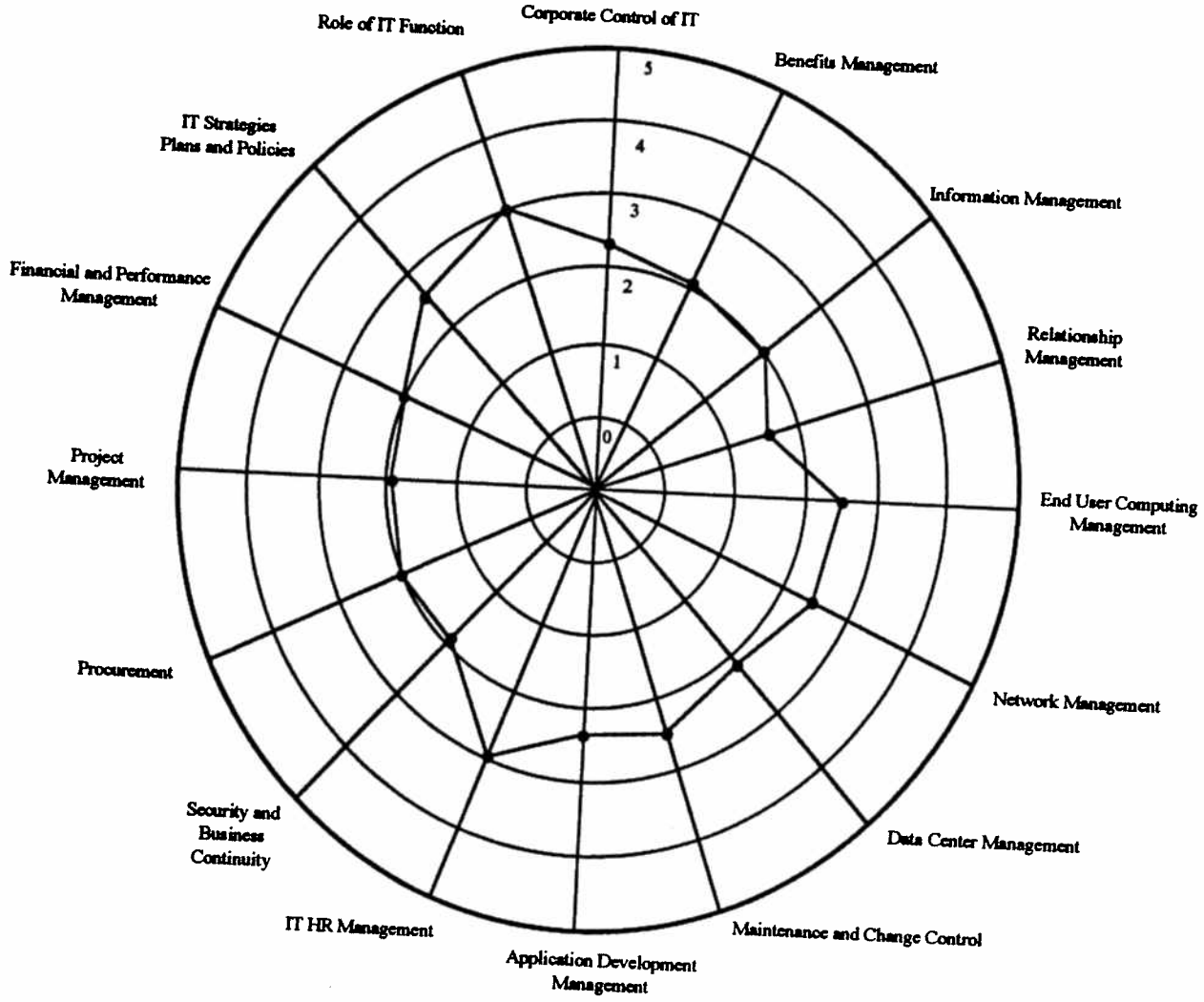
Scores: 5 = World Class
3 = Good Performer
1 = Poor Performer

Exhibit C-2
High Level IT Management - Single Agency



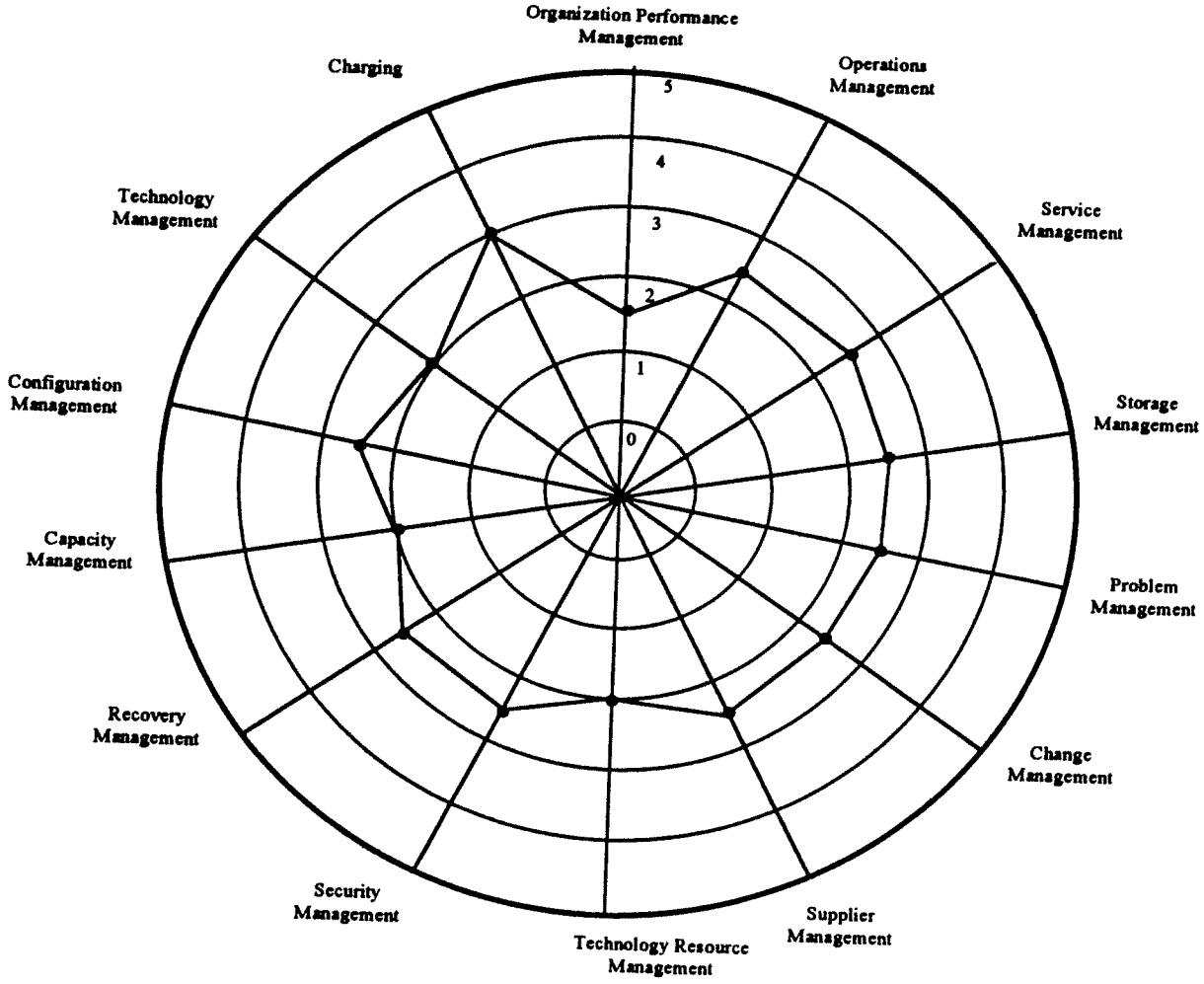
Scores: 5 = World Class
3 = Good Performer
1 = Poor Performer

Exhibit C-3
High Level IT Management - Agency (average)



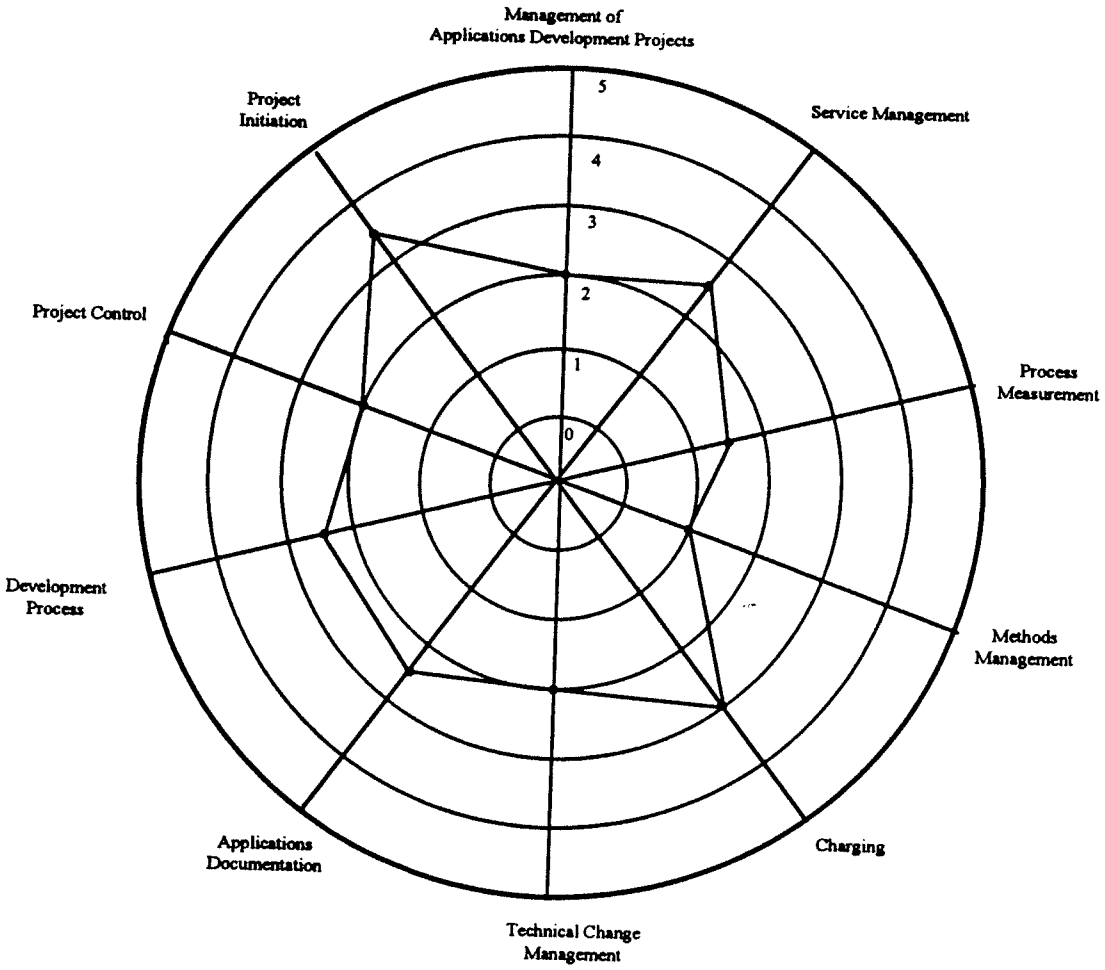
Scores: 5 = World Class
3 = Good Performer
1 = Poor Performer

Exhibit C-4
Date Center Management - OIR



Scores: 5 = World Class
3 = Good Performer
1 = Poor Performer

Exhibit C-5
Applications Development and Maintenance - OIR



Scores: 5 = World Class
3 = Good Performer
1 = Poor Performer