

Crossroads for Legislative IT Decisions

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Texas Legislature - Snapshot

- Provide IT services for the Senate, House, Council and sister agencies – approximately 3,500 staff in the Capitol complex and in district offices throughout the state.
- Maintain over 200 custom applications.
- In addition to our Capitol Network, we also provide wireless services throughout the complex.
- Biennial Legislature

When do you know it's time to cross the road?

- Have to balance between what's needed or required to maintain the core IT infrastructure vs. providing new technology and services.
 - What's your technical debt?
 - What are your client's priorities?
 - What technology are they bringing in? Do you BYOD?
 - Will it provide cost savings?
 - Can business processes be more efficient for your legislators?
 - Will it allow them greater access to the information they need?
 - Anytime, Anywhere, Anything

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What leads to IT Project Success?

- Communication:
 - Open, Honest, Frequent

Testing and implementing changes

- Get clients involved early and often throughout the project.
- We've implemented an Agile-type methodology – iterative development, involves frequent communication and client feedback
 - Allows us to react more quickly and meet our client's immediate needs
 - Reduces the number of major bugs
 - Test in a realistic environment

Lessons learned along the way...

- Building trust with clients is vital to success
- Respect the client's process
- Look ahead
- People matter
- Quality matters, and...
- Communicate

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