IT Foundations Portfolio

Technology Plan, FY 2008

31 October 2007

Portfolio Composition

Governing Organization	
Presiding Bishopric	

| Departments in Portfolio	Working Group
Information and Communications Systems (ICS)	████████████, Managing Director (Working Group Chair)
	████████████, ICS Director – Support, Operations, and Infrastructure
	████████████ ICS Director – Development
	████████, ICS Director – Architecture
	██████, ICS Director – Program Management
	████████, Lead Program Manager in ICS

Objectives

- Increase the timeliness of technology solution delivery by (1) standardizing the technologies used to provide solutions, (2) making it possible to begin utilizing non-employees as part of the workforce, (3) refining processes, organizational structure, and toolsets to streamline technology solution delivery.

- Increase the accuracy of technology solutions in meeting the needs of organizations by (1) providing solutions that are self-service, secure and reliable in nature, (2) providing solutions that are driven by business need according to business urgency and priority, and (3) leveraging proven technologies and methods.

- Decrease costs related to providing and supporting technology solutions by (1) reducing duplication in both effort and technology, (2) leveraging industry standard approaches in supporting technology, and (3) standardizing and simplifying the technologies used to provide solutions.

Financial Projections

While projections are based on historical performance to date, we hope to discover redundancies and introduce efficiencies to decrease the expense drain.
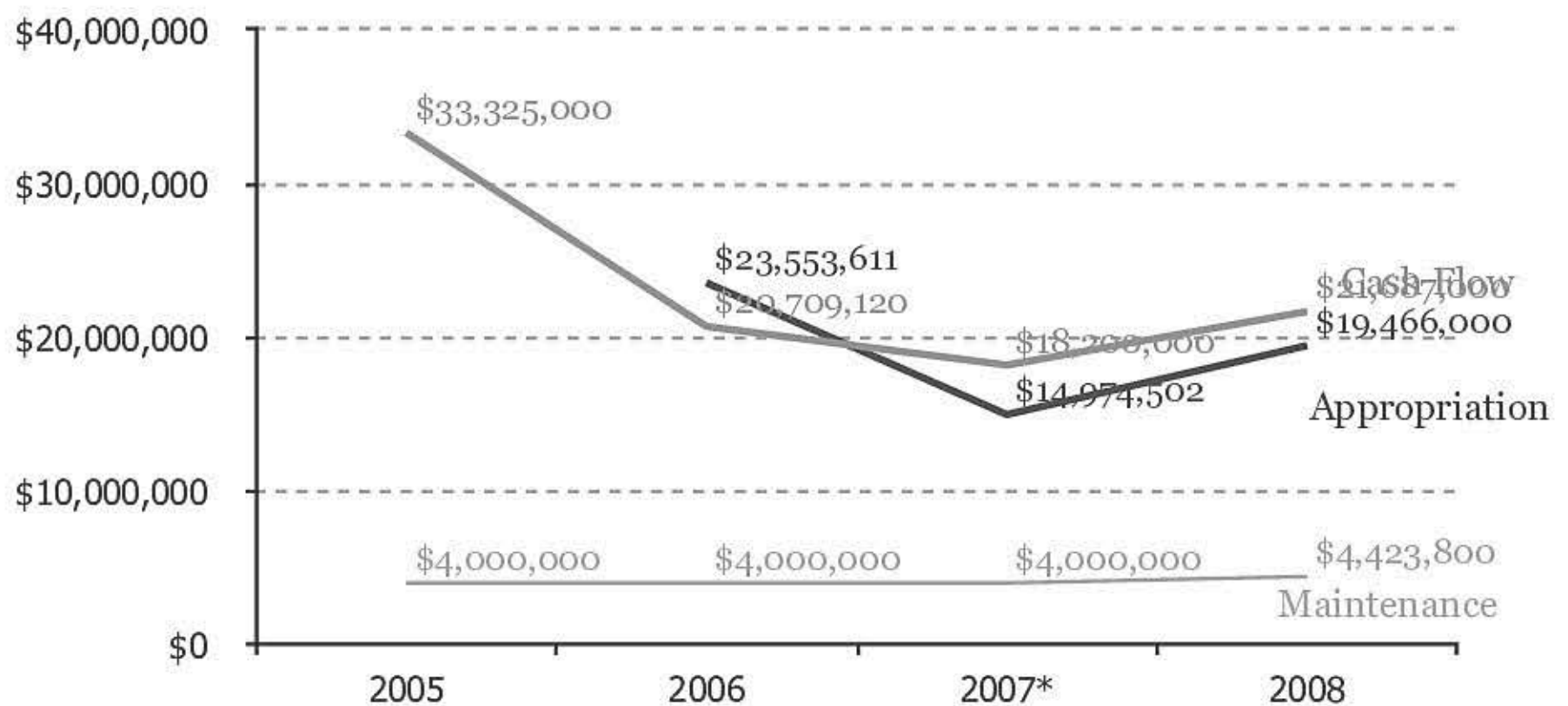
* 2007 data is forecasted as of October 2007.

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Major Work Planned for 2008

Department	Description	Key Results
Information and Communication Systems	**Reduce Costs Associated with Redundant Solutions**	▪ Create the following common platforms that can be easily utilized by any application: mobility services, membership services, location services, and language services.
	Decrease Risk Related to a Disaster	▪ Solidify the disaster recovery strategy and deploy the core infrastructure necessary for disaster recovery support of key systems and applications.
	Increase Development Efficiencies and the Production Rate of Ecclesiastical and Business Driven Applications	▪ Provide a consistent development platform that allows both Church employees and non-employees to be utilized as part of the workforce.
	Reduce Support and Infrastructure Costs	▪ Simplify the network by continuing to consolidate voice, video, and data onto a single, highly available, consistently monitored network.
	Decrease Costs and Increase Efficiencies in Our Use of Data Center Resources	▪ Move to virtual server technologies and standardize server deployment. ▪ Properly secure Church systems by controlling and monitoring system account access and patch management. ▪ Accommodate the implementation of Microsoft client technologies by engineering a reliable and robust Microsoft foundational infrastructure.
	Improve the Security of Systems and Applications	▪ Ensure the security of critical Church systems by investing in tools to prevent intrusion, monitor potential vulnerabilities, and detect and respond to security threats.
	Increase the Ability of ICS to Understand, Deliver and Properly Support the Delivery of IT Solutions	▪ Refine processes and toolsets used to provide and monitor systems and applications in support of ecclesiastical and business needs.

2007 Review

2007 Portfolio Objectives	Performance Against Objectives
Provide basic IT infrastructure globally	- Completed 47 fast track projects. - Some of the fast track projects completed were projects from the field. Some highlights are: ☐ Upgraded the network switches and cabling in the Santiago Chile Area office. ☐ Replaced the phone system and upgraded the cabling in the Brazil South Area office. ☐ Replaced network switches in the South America North Area office. ☐ Implemented a new phone system in Lagos, which is in the Africa West area. ☐ Upgraded or replaced wide area network circuits in the Asia Pacific area. - Several projects from the field have been started and will complete in 2007. - Additional projects from the field have been requested but have not been started. Improvement is needed to help the field projects move through the process quicker.
Ensure security and stability of Church data and communications	- Computer system monitoring has been enhanced, which will allow engineers to identify systemic problems and increase the stability of Church systems. - Redundant core network switches were implemented on the headquarter campus and surrounding facilities to improve network stability. - A new technology was implemented to allow applications hosted on a single server to be isolated so that applications can't impact the stability of other applications. - The global identity project has been started and significant progress has been made to improve user security and access to systems. - System scanning has been implemented, this will allow system vulnerabilities to be quickly identified and reported.
Provide disaster recovery capabilities	Disaster recovery systems have been moved from the previous disaster recovery site to the Consonus facility; however, much improvement is needed here.

Anticipate infrastructure capacity needs

- Computer systems have been implemented to meet the increased need for testing internally developed applications. Higher quality applications will result from this increased testing capacity.

- Network upgrades on the headquarter campus were started in 2006 and will finish in 2007. This will increase the capacity of the network, and will allow the network to meet the increased bandwidth needs of emerging technologies.

- Aging phone systems, servers, satellite receivers, and network equipment have been replaced or upgraded to meet capacity needs and ensure continued support and stability.

Notes: