



# ANNUAL REPORT

## Agency Relationship Management Team

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DECEMBER 2020

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Office of Technology Services  
State of Louisiana

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# The Year 2020

## What a year!

When we rang in the new year 12 months ago, the Office of Technology Services was still recovering from an unprecedented ransomware attack on the state network, resulting in exhaustive efforts to restore state information technology systems with the most recent backups that were available to us. In addition, while we were working through this, the media had begun reporting that there was a new virus in China – one for which no effective treatments had been identified at that point.

Now fast-forward to the end of 2020, and OTS has responded to the following extraordinary challenges (among others), with the Agency Relationship Management Team playing an integral role:

- With the COVID-19 shutdown, we transitioned the state workforce to telework practically overnight;
- Due to the impacts of COVID-19, we supported our partner agencies as they responded rapidly to keep our citizens informed of the infection / hospitalization rates, as well as the increased demand for unemployment insurance claims;
- With a record five hurricanes impacting Louisiana, we supported the State Emergency Operation Centers and the transition to virtual Disaster Supplemental Nutrition Assistance Program.

Moreover, the ARMs have continued to work with agency & OTS executives, ensuring business needs are being successfully addressed by OTS services and personnel. We are always available to facilitate relationships, align strategies, reconcile invoices, manage contractors, process IT renewals, lease devices and to facilitate pretty much anything else that we are called upon to do to support OTS and its partner agencies!

***“The Office of Technology Services strives to increase the return on the State’s investment in technology, and our ARMs – Agency Relationship Managers – serve in an invaluable role, ensuring the strategic directions of OTS and our partner agencies converge into a single, unified vision.”***

***Richard Howze  
State Chief Information  
Officer***

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# Spotlight Initiatives

The OTS Agency Relationship Managers are successful when our partner agencies are successful. The Year 2020 certainly posed challenges, but we also had many successes. Here is a brief overview of just a handful of initiatives in which OTS and its partner agencies collaborated, resulting in a big win for Louisiana citizens.

## **Migration of State Workforce to Telework**

With the unprecedented statewide stay-at-home order, issued by Gov. John Bel Edwards as a result of COVID-19, it was incumbent on OTS to instantly convert an office-based workforce with the capabilities to work from home. OTS tapped into the virtual private network capabilities of its Palo Alto appliances to immediately support thousands of concurrent teleworkers, scalable beyond 40,000. Simultaneously, we deployed hundreds of laptops/desktops for home use to ensure that the business of state government could function unimpeded in these unprecedented times.

## **Contact Tracing and COVID-19 Dashboard**

The Louisiana Department of Health faced an immediate need to support COVID-19 contact tracing and to develop a statewide COVID-19 Dashboard in Spring 2020. OTS, working in conjunction with LDH and the Division of Administration, quickly secured an agreement with Accenture for their Contact Tracing solution, built on Salesforce and Amazon Web Services platforms. Similarly, OTS configured the Tableau environment to host the COVID-19 Dashboard, providing current statistics in one-click for our policy makers and citizens alike.

## **Surge in Unemployment Insurance Claims**

With the unprecedented statewide stay-at-home order, it quickly became evident that Unemployment Insurance resources would be critical. OTS worked with the Louisiana Workforce Commission to deploy more than 250 laptops and headsets in a two-week period, which allowed staff members to continue service with 100% access to UI IT systems and voice-over-internet-protocol phones. This equipment helped to provide millions of dollars in UI benefits to our citizens throughout the COVID event.

## **Virtualization of Disaster Supplemental Nutrition Assistance Program**

DSNAP has been a high-demand program, following our numerous disasters over the past decades, requiring in-person processing of thousands of beneficiaries. After major hurricanes in 2020, however, in-person processing was impossible. OTS worked with DCFS and contractors to successfully modify the DSNAP process to allow for virtual processing of thousands of beneficiaries in the aftermaths of Hurricanes Laura and Delta.

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# Getting to Know the ARMs

**David Moore**

ARM Director

**IT experience:** 30 years

**OTS experience:** 6+ years

**Previous Roles:** Software developer, systems programmer, project leader and broadband program director.

**Fun Fact:** David and his family plan to RV full-time when he calls it a career.

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**IT experience:** 28 years

**OTS experience:** 3+ years

**Previous Roles:** IT technical supervisor, IT manager, IT regional director and IT corporate finance manager.

**Fun Fact:** With a previous employer, Brian was able to travel to international locations, including Australia, Chile and China.

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**Brian Bankston**

DNR, CPRA

**Danny Ragan**

OFI

**IT experience:** 47 years

**OTS experience:** 6+ years

**Previous Roles:** Data center manager, network director, VP data center operations and project executive.

**Fun Fact:** Danny is a true family man and enjoys spending all of his free time doing family activities.

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**IT experience:** 29 years

**OTS experience:** 6+ years

**Previous Roles:** Software developer, special projects coordinator and project leader.

**Fun Fact:** Mark and his wife have recently started a new hobby called golf.

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**Mark Meng**

DOTD

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# Getting to Know the ARMs

**Stacy Campbell**

DOA, OGB

**IT experience:** 21 years

**OTS experience:** 6+ years

**Previous Roles:** Clerk, purchasing agent, helpdesk support, functional analyst, trainer and LaGOV HCM manager.

**Fun Fact:** Stacy is an avid outdoors woman: a self-proclaimed white tail deer and redfish junkie.

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**IT experience:** 33 years

**OTS experience:** 6+ years

**Previous Roles:** IT manager, project manager, business consultant, help desk manager and enterprise level IT strategic planner.

**Fun Fact:** Mark restores antique clocks and old cars in his spare time.

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**Mark Aubert**

LDR, LTC

**Robert Klein**

DPS, GOHSEP,  
ATC, OSIG

**IT experience:** 30 years, 3 months, 2 days, 4 hours & 39 seconds

**OTS experience:** 6+ years

**Previous Roles:** IT operator, software developer, system programmer, project manager and DPS IT party coordinator.

**Fun Fact:** Robert and his family plan to retire to the Smoky Mountains to enjoy some hard-earned peace & tranquility.

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**IT experience:** 20 years

**OTS experience:** 6+ years

**Previous Roles:** Corrections supervisor, help desk supervisor, IT manager and deputy director of IT field operations.

**Fun Fact:** Karl is a 30-year veteran of the LA National Guard and is actively involved in Men's Ministry Programs.

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**Karl Prince**

DOC, OJJ

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# Getting to Know the ARMs

**Brad Coney**

LDH

**IT experience:** 17 years

**OTS experience:** 6+ years

**Previous Roles:** Software developer, database administrator, and project manager.

**Fun Fact:** In his free time, Brad enjoys golf, running, and spending time with his family.

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**IT experience:** 30+ years

**OTS experience:** 6+ years

**Previous Roles:** Software developer and project leader.

**Fun Fact:** Cindy is looking forward to travel (post-COVID), but until then, she says there is nothing like a good Hallmark Christmas movie with a glass of Cabernet (in fine crystal, of course).

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**Cindy Hobgood**

DCFS, GOEA

**Stacey Morales**

LWC

**IT experience:** 33 years

**OTS experience:** 3.5 years

**Previous Roles:** Systems administrator, project leader and service / support director.

**Fun Fact:** Stacey enjoys cooking and gardening. She too plans to RV full-time when she retires in 8 years.

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**IT experience:** 30+ years

**OTS experience:** 6+ years

**Previous Roles:** Software developer, project leader, IT manager, and IT assistant director.

**Fun Fact:** When he retires, Jim plans to buy a bigger boat and a house on the water.

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**Jim McMahon**

DOE

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# Getting to Know the ARMs

**Nicolaus James**

LED

**IT experience:** 16.5 years

**OTS experience:** 6+ years

**Previous Roles:** PC/LAN specialist, IT specialist, systems administrator and LED IT director.

**Fun Fact:** In his free time, Nicolaus enjoys spending time with his family playing board games.

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**IT experience:** 28+ years

**OTS experience:** 6+ years

**Previous Roles:** GIS system administrator, Oracle database administrator and OTS GIS assistant director.

**Fun Fact:** Daniel is an active member of the Baton Rouge Amateur Radio club, enjoys reading and is completing his PhD in Engineering.

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**Daniel Smith**

DEQ, LDVA

**Ace Slaughter**

LDH

(IT Mgt Consultant)

**IT experience:** 27 years

**OTS experience:** 1+ years

**Previous Roles:** Instructional technology facilitator, software engineer, software auditor and associate project info manager.

**Fun Fact:** Ace is looking forward to buying a Harley and getting her pilot's license.

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**IT experience:** 13 years

**OTS experience:** 5+ years

**Previous Roles:** Software analyst, NOC operator and field technician.

**Fun Fact:** Nicholas was a dedicated Karate practitioner in his youth.

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**Nicholas Joubert**

DOC, OJJ

(IT Mgt Consultant)

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# ARM Team: Addition & Departure

## **Kevin Marino: New ARM for the Dept. of Wildlife and Fisheries**

Even though Kevin has deep Louisiana roots, he has lived in various locations throughout the United States, including stints in Texas, Colorado, South Carolina and Illinois. He holds a bachelor's degree in Economics (1993) and an Master of Business Administration (2012) – both from Southeastern Louisiana University. As an employee of two different consulting companies, Kevin has extensive experience working on Louisiana programs: 12 years with the Louisiana Road Home Program and the past 6 months on the OMV Modernization Initiative. In his spare time, Kevin enjoys watching vintage television and movies and spending time with his wife Emerson and their seven (yes, seven) kids.

Kevin began work as the WLF ARM late in 2020 – December 21, to be exact. Even in this very brief time, it's evident that he will be a valuable addition to our team. We look forward to the contributions he will certainly make in both the short and long-term to benefit both WLF and OTS!

## **Alvin Henry, Jr: Former ARM for the Dept. of Wildlife and Fisheries**

“Howdy!”

With that single word, Alvin joined countless meetings and discussions, consistently bringing his unique mix of technical acumen, humor and knowledge of the business strategy and goals of the Louisiana Dept. of Wildlife and Fisheries to the table. At the same time, he was a vocal member of the ARM team, eager to share his advice in inner-team meetings when others were struggling with work issues.

Alvin accepted a Project Management position with LDWF this past Fall and we are pleased to have him as a business contact, as we break in our new LDWF ARM in early 2021. For this reason, we are confident that the OTS / LDWF relationship will continue to grow as we move forward, into and beyond 2021!

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# Looking Ahead...

If the Year 2020 proved nothing else, it undeniably demonstrated that we must be prepared to deal with the unexpected, as we work to achieve the initiatives that will help our state agencies serve Louisiana citizens more efficiently and effectively.

In the Year 2021, the ARM Team would like to emphasize recognizing the value that the initiatives that we collaborate on with our partner agencies and the other sections of OTS. By focusing on the expected value of an initiative in the planning stages, we will be able to prioritize the business initiatives that will benefit our Louisiana citizens more effectively. After all, OTS and its partner agencies each have a finite number of resources to dedicate to these initiatives, so getting this part right could be a difference-maker in 2021.

***“Coming together is a beginning;  
staying together is progress;  
and working together is success.”  
Henry Ford***

Beyond that, the ARM Team will renew its efforts to develop and strengthen the relationships that are key to the business – IT partnership that is critical to our mutual success. The ARMs would like to expand our knowledge of the business of our partner agencies, while staying informed of the technology capabilities and strategies of the OTS service offerings.

We encourage our partner agencies to include the ARMs in business strategy sessions, as well as virtual (and, hopefully soon, off-site) conferences that the executive staff and program managers of our partner agencies attend in order to learn more about the advances in their businesses from federal partners, colleagues in other states and independent experts in their respective fields. We will, likewise, strive to stay informed of technological strategies and advances that are underway within OTS, so we can help connect the dots between the business goals of the partner agencies and the IT capabilities of OTS.

As so eloquently stated by the great American entrepreneur Henry Ford, “...working together is success,” and your ARM Team is dedicated to facilitating that success in 2021!