

Worksession

MEMORANDUM

March 3, 2011

TO: Education Committee

FROM: Dr. Costis Toregas, Council IT Adviser 

SUBJECT: Organizational Reform Commission Recommendations - MCPS and MC use of Seat Management

Expected to attend:

Sherwin Colette, MCPS CIO
Michael Russell, MC CIO
Barry Moultrie, L3 Communications Program Manager

Other subject matter experts will be available to comment on issues as appropriate.

Summary of staff recommendations to the ED Committee for each ORC recommendation:
Agree with CE to implement, but with exploration underway now in CARS and ITPCC, on implementation recommendation should be provided to CARS Executive Committee ASAP. L3 Communications (MCG supplier for Desktop Computer Modernization) has significant experience in education arena and can help stakeholders form a strategy.

Overview

The Organizational Reform Commission focused on the use of "seat management" in the County agencies. Seat management is a practice by which an organization upgrades and standardizes desk-top computing resources while controlling total IT expenses through an arrangement with an outside vendor who commits to a fixed monthly fee per "seat". This practice is well established in the private sector and increasingly so in government.

Montgomery County has been using this Seat Management method since the late 1990's and has found it to be an effective practice. L3 Communications is the provider the County uses, and Mr. Barry Moultrie will be at the worksession to amplify on this approach.

The ORC has suggested that all other agencies look at this approach, and proposed that MCPS and MC explicitly consider this strategy that could reduce costs and guarantee good service levels for a predictable cost which could be lower than current levels.

EXPAND 311 INTO OTHER AGENCIES

ORC recommendation:

Expand outsourcing of “seat management” to MCPS and Montgomery College.

CE response to ORC recommendations:

County Executive's Position: **Support with Further Review**

I agree that outsourced services can provide fiscal benefits to organizations that effectively implement these models. The Executive Branch's decision and business processes have benefited from this decision.

I agree with the recommendation of the ORC, and suggest that the CARS **IT** Subcommittee conducts a full assessment and report back to the CARS Executive Committee within six months. Immediately after the Subcommittee report, the CARS Executive Committee will make their final recommendation, regarding the next step, to County Council.

Council analyst discussion:

I agree with the CE recommendation and would urge that MCPS and MC consider the recommendation as they construct future budgets. MC is indeed leading an effort of the CARS IT subgroup to explore Help Desk collaboration, so it may be that implementation could be accelerated.

It is important to note that there is a major difference between MCG and the education organizations of MC and MCPS in the realm of computers: the existence of e-rate, a federal program which makes hardware available at subsidized rates which are far lower than those available to general governments. It would, therefore, be important to ensure that the business partner used is cognizant of this and able to manage in this subsidized environment.

Suggestion for Committee consideration: Agree with CE recommendation.