RFI respondents may submit proposals, he be to issue a Request for Proposal; not all responses, Whitworth said. The next step will information in 2017 and received six re-

Based solution, or a combination or hybrid

Controller's office is taking the same steps,

of Transportation (see box) have migrated

migrated from the mainframe to other solutions, the Controller's office is taking the same steps, with the goal to migrate off the mainframe in six years, said Joshua Whitworth, chief deputy state controller. Alternatives in-
clude an on-premise solution, a cloud-based solution, or a combination or hybrid solution, he said.

The department issued a request for information in 2017 and received six re-
ponses, Whitworth said. The next step will be to issue a Request for Proposal; not all RFI respondents might have one for you.

The payroll system, used by state agencies, was installed on the mainframe in 1987 and the accounting installed in 1948, with
the mainframe itself, which has been upgraded regularly. Today's mainframe looks like a black re-

A leading provider of state CIO services has long
been a staple of the state CIO function, and it is still a service provided by a large
majority of state CIO organizations, the
NASCIO report noted. "Operating under a charge-back model to agency customers, mainframe services have historically been a
major revenue source for state CIOs. How-
ever, as state CIO organizations migrate towards a service broker model and the demand for mainframe cycles decline, all
CIO services are being re-assessed." In
particular, states are looking at off-premise "mainframe as a service" solu-
tions within the next two to three years, with 10 percent of respondents saying migra-
tion was already complete, 14 percent saying it was planned, 33 percent saying they were considering it, and 12 percent saying they were unsure.

Unemployment system on the job

The Department of Labor's migration of its unemployment system from the mainframe was so successful that it won awards and is in the process of being used by two other states, Vermont and North Dakota, said Mark Mayfield, director of the Internet Unemployment System (IUS) consortium.

The unemployment insurance part, which Idaho employers pay into, first
came online in the late 1970s. The bene-

The 2017

State CIO Survey, published in October, from the National Association of State Chief Information Officers (NASCIO), 28 percent of respondents said they had a strategy in place to migrate legacy appli-
cations to the cloud, and 55 percent said a cloud migration strategy was in devel-

Some Controller's staff, including Ship-
man, have been there more than 30 years, she said. Some states modernized in the late 1990s when it was believed that older pro-

Some Controller's staff, including Ship-
man, have been there more than 30 years,
said Tamara Shipman, deputy state controller and admin-
istrator of the comp-
ute

some of the programs remain the same. Not only do they use outdated programming tech-
niques, which makes it hard to change the software, but fewer employees know those
computer languages, as many are retiring. Some Controller's staff, including Ship-
man, have been there more than 30 years, she said. Some states modernized in the late

2017. This "proof of concept" project was implemented as a two-year project in which we would come

the software is written in the more
modern computer language C# and runs on a modern database instead of a main-
frame-specific one, on premises. "When
you look at a vendor, the minimum is in
the neighborhood of $30 to $60 million," he said. "Ours was $10 million. We fin-
ished the project about four months and

"We had a lot of states approach us ask-
ing, "How did you do it? Can you help
us?" Mayfield said. Idaho formed another
consortium, this time with Iowa and Ver-

In 2008, the department was ap-
proached by the federal government, along with other states – Wyoming, North Dakota, and Arizona – to form a consortium. "We were the lead state," Mayfield said. "We were charged with a two-year project in which we would come
together and write business requirements and describe what a tax-and-benefit sys-
tem would look like, then figure out how

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And the other original members of the
consortium? "Wyoming's taking a system from another state, and they've budgeted
$40 million," Mayfield said. "Arizona exit-
ed their consortium, and they're looking.
There's the potential they could rejoin us."

The Department of Health and Welfare is housed in the Joe F. Williams office building, shown here.

The Idaho Department of Health and Welfare is housed in the Joe F. Williams office building, shown here.
Child support system modernized

The Idaho Department of Health and Welfare is working with Deloitte Consulting to migrate its child support system from the mainframe.

In 2004, the Division of Welfare was struggling with developing effective eligibility programs, said Greg Kunz, deputy administrator in the division of welfare. “We were at a crisis point, because we could not modernize the mainframe,” he said. “It was too fragile.” The division started a three-year project to upgrade the system, taking it off the mainframe in 2009. “When it was on the mainframe, we had 85 percent of our applications processed within 30 days,” he said. “When the project was done, we were approving 70 percent in the first day.” That put Idaho in a good position when the Affordable Care Act came along in 2011, because Idaho already had a modern eligibility system, Kunz said. Gradually, the department started migrating some of its other systems off the mainframe.

Now, the division is working on migrating the child support system, which accounts for a third of the entire division’s operations, Kunz said. It worked with Deloitte Consulting, and innoWake, a company Deloitte bought in May, to migrate the old software to more modern technology, said Marlin Metzger, principal at Deloitte’s lead application modernization offering, in Austin, Texas. Now that the software has been migrated, the next phase starts: Modernization, expected to last 16 to 17 months, Kunz said. “Once you get into an open architecture with an Oracle database, we can now move in directions that are being defined an hour ago, and refined in a week or a month,” he said. “It’s the major reason we did the migration in the first place: It allows us to rapidly modernize the system, directly targeting things that help us do a better job of customer service and problem resolution.” Developing its own system from scratch would have started at $60 million, while the way the division did it will cost $24 million, Kunz said. (In comparison, in 2015 the state of Texas halted a similar project after the initial $202 million estimate soared to more than $300 million.) “We just happened to have a highly successful project, on budget and on schedule, that in any other way would have been a difficult lift,” he said. Whether it will be cheaper than continuing to run the software on the mainframe isn’t the issue, he said. “We never said we’re going to save money,” he said. “What automation does is allow those business processes to be implemented more effectively.”

ITD mainframe to hit the road in 2019

The Idaho Transportation Department (ITD) is finalizing its plan to move its services off the mainframe, said Chris Victory, chief information officer, who is responsible for all ITD technology.

The department actually migrated its operations to a mainframe in Florida three years ago, Victory said. While the mainframe was originally used for highway operations applications as well, those have migrated off the mainframe to more modern storage since then, he said. Now, the mainframe is used primarily for Department of Motor Vehicles operations such as driver’s license records, though the production of the driver’s licenses themselves is outsourced to Gemalto, which also provides driver’s licenses to several other states, he said. (Idaho is also piloting a project with Gemalto to provide electronic driver’s licenses.)

Moving to a different computer system will also give the department the opportunity to examine its operations, Victory said. “It’s not just a change in technology, but how we operate as a business,” he said. As part of the process, some ITD services will be moved off the mainframe in the next few months, around May, with the final services moved off by the middle of 2019, he said.

While the department hopes to see cost savings, it hasn’t quantified them, Victory said. In any event, savings will likely be deployed into support of the new systems, he said.

A number of other states, including Louisiana, New Mexico, and Rhode Island, have or are in the process of migrating DMV services from mainframes.