

Technical Debt: It's Not Just Dollars and Cents

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What are the Goals for Information Technology in the State?

1. Ensure Citizen Services
2. Support the 'Business' of Government
3. Drive Efficiency and Effectiveness
4. Drive Innovation in process and technology

So... What does technical debt mean?

Technical debt are those technologies that no longer meet the current and future technology needs of government

What are the elements of technical debt?

- Aging infrastructure – data centers, computers, and networks.
- Aging software that supports the agencies (e.g., Medicaid, Unemployment Insurance).
- Aging software that supports citizen facing services (e.g., website, mobile applications).

Why is technical debt important now?

There will always be technical debt –
it is the ongoing refresh of technology

Why is technical debt important now?

It is a discussion point today because:

- Technology investment has lagged technology innovations
- Stronger drive to meet citizen expectations
- Cybersecurity requires modern technology
- New technologies are changing the approach to investment in technology
- New technologies provide opportunities to drive greater government efficiencies and services

What is the impact of technical debt?

- Technology investment has lagged technology innovations
 - Software and hardware are outdated and costly to maintain
 - Skills are no longer available to update and maintain
- Stronger drive to meet citizen expectations
 - New functions cannot be added to old technologies
 - Software does not support the changing needs of the agencies

What is the impact of technical debt?

- Cybersecurity requires modern technology
 - Software and hardware are more vulnerable to attack
- New technologies are changing the approach to investment in technology
 - New hardware and software are more flexible
 - Move from owning hardware to buying a service (cap ex to op ex)
- New technologies provide opportunities to drive greater government efficiencies and services

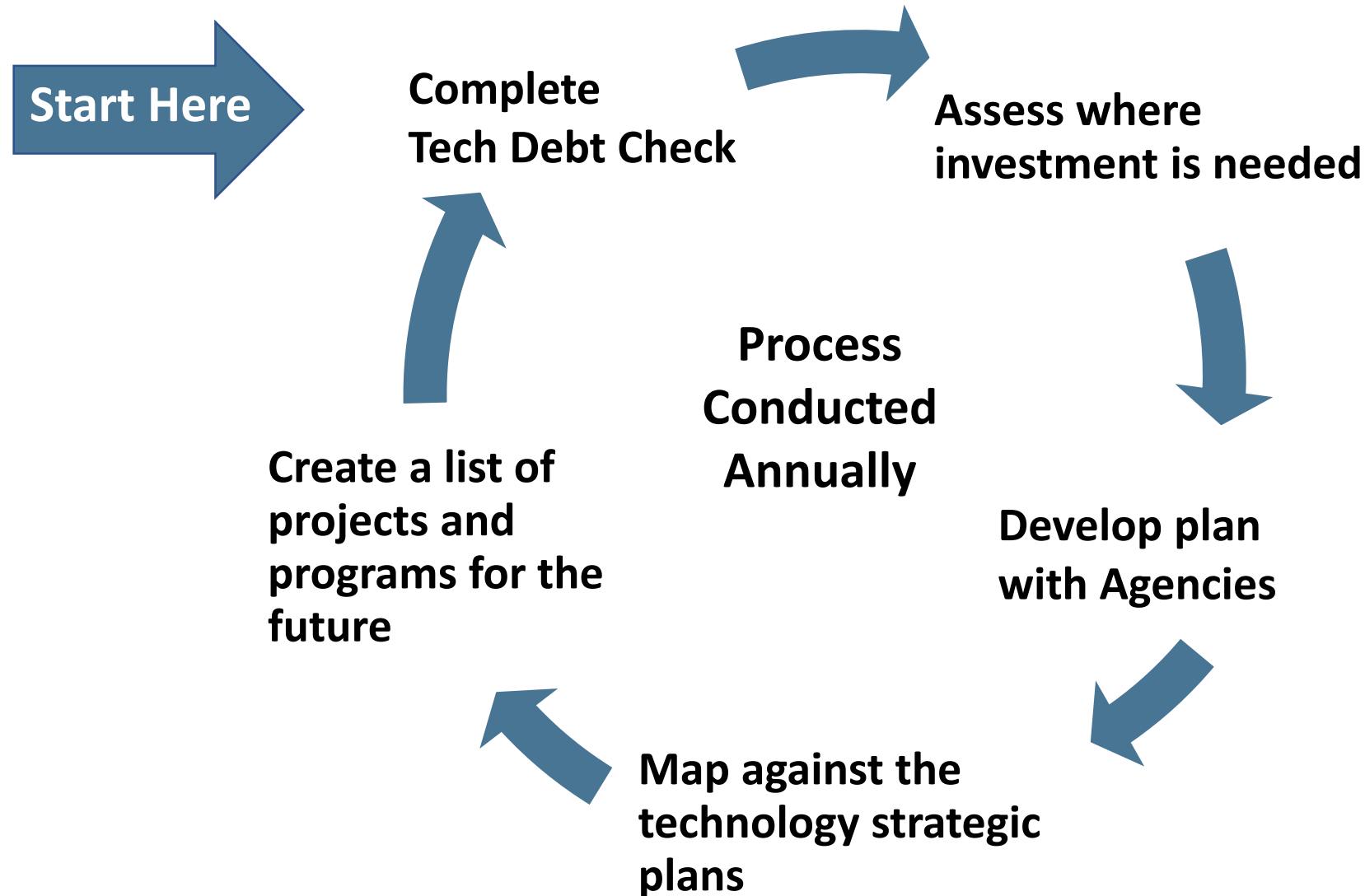
How to evaluate tech debt

App Inventory + Hardware Inventory + Risk + Business Criticality = Technical Debt Risk

There are a number of factors:

- Hardware Age
- Application Age/ability to meet business need
- Cybersecurity requirements including ability to provide back up and recovery
- Ability to meet citizen facing requirements
- Criticality to continuity of government
- Assessment of technical debt is NOT a one time process but part of the ongoing technology investment decision
- The term technical debt is misleading – you CAN'T buy down technical debt
- It is the ongoing process of refresh and upgrade of technology

Tech Debt Check Lifecycle



It is a culture change

- Change in approach technology investment and planning
- Requires close collaboration between IT and Agencies
- Change in assessment of risk to government operations from technology
- Change in approach to driving future government with technology

Thank you!

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