



CATHOLIC CHARITIES BALTIMORE
CHERISHING THE DIVINE WITHIN ALL

Catholic Charities of Baltimore Digital Transformation Journey

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Introduction





Start to Finish – A Race Without An End

- **The Issues**
 - Limited and low speed Wide Area Connectivity
 - Decentralized IT
 - Distributed Data and Application servers
 - Limited standardization
 - Availability - uptime



Start to Finish – A Race Without An End

- **Priorities**

- Leadership education and partnership
- Improve WAN Connectivity, Capacity and Reliability
- Consolidate Servers and Datacenters
- Increase Security
- Increase Reliability and Availability at Catholic Charities sites
- Improve routing to decrease latency and failure points
- Improve access for remote workers



The Tools – Technology Keeps Changing

- **Citrix Winframe and beyond**
- **IPSec Branch Office VPNs**
- **SSL Client to Network VPNs**
- **Virtualization**
- **Centralized and offsite backups**
- **Infrastructure as a Service**
- **VOIP**
- **Cloud computing – Software as a Service**



Evolutionary Changes – Drivers and Opportunities

- **Technology advances in Networking, Servers, End User computing**
- **Decreased costs due to expanded production of IT equipment and resources**
- **Central Administration relocations**
- **Changes in the delivery of Social Services required increased mobility**
- **Rapid Growth 500 to 2000 users, 100 to 1800 end user devices**
- **Continuously escalating security threats**
- **Telemedicine**
- **Mobile workers**
- **Pandemic Impact [Are Network Designs Ready for a Pandemic? \(2006\)](#)**



Major Stages

- **Multiple WAN redesigns over time**
- **First Datacenter – in house**
- **Virtualization**
- **Moving to IAAS**
- **Start move to Cloud – SAAS**
- **Mobile Workforce**
- **Managed Security**



Moving Forward, What's Next?

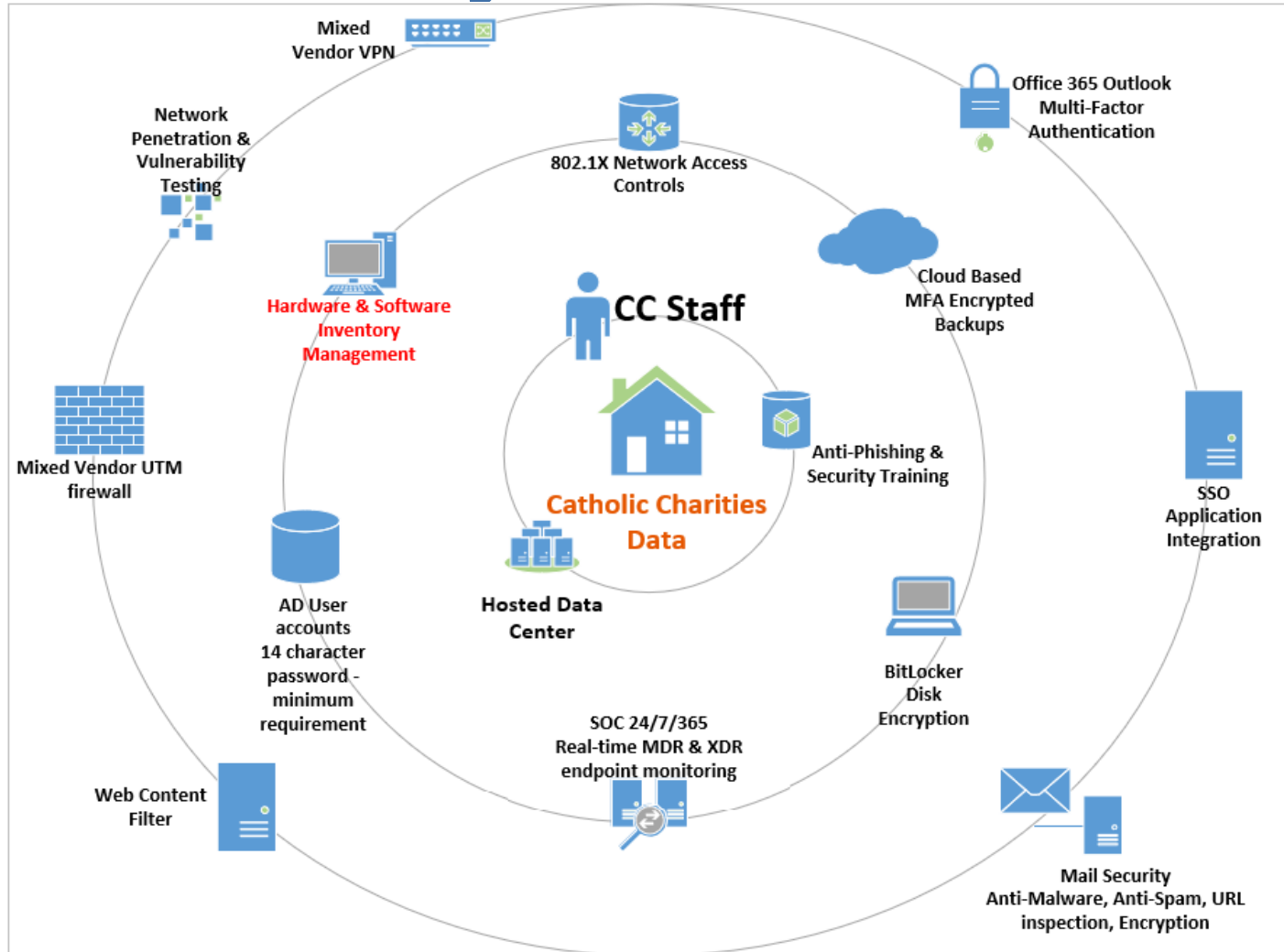
- **Framework, Policy, Governance & Roadmap**
- **Security, Security, Security**
- **Migration to the Cloud**
- **Our Passion: Empowering our Customers**
- **Our Goal: World Class standards for IT Operations**



Framework, Policy, Governance & Roadmap

- **Our actions are guided by our adherence to CIS Controls v8 and HIPAA**
- **These actions are run through internal vetting mechanisms:**
 - IT ARB (Architectural Review Board)
 - Compliance Committee – oversees and approves IT policies
 - Change Advisory Board (CAB)– approves modifications or ideas impacting existing infrastructure
- **IT Technical Roadmap: Enumerating IT priorities within the Agency**
- **Result: well-documented, leadership supported, framework driven execution of technology and ideas**

Security is in our DNA





Driving toward 100% Cloud-based Agency

- **Catholic Charities current Cloud footprint:**
 - Office365
 - EHR systems
 - Box.com
 - Telephony – UCaaS
 - UKG
- **The future: IoT**
 - Moving traditional Operational systems to the Cloud
 - DVRs & Security Cameras
 - Door access controls
 - Elevator Phones
 - Building call boxes
 - HVAC
- **ESXi data center migration to Azure: IaaS & SaaS**



Our Passion: Empowering our customers to help fulfil our mission

- **Empowering a mobile, agile and secure hybrid workforce:**
 - Laptops, Chromebooks and tablets
 - Cloud and web-based applications (O365, MyEvolv, Box, UKG)
 - Increase use of Softphones and hot desks at physical locations
 - 802.1X network security, SSO, MFA, encryption, E-mail hygiene, MDR & XDR
 - Dual VPN capability
 - Security training and phishing awareness campaigns
 - 24/7/365 live Service Desk



Our Goal: Maintain WorldClass Standards for IT Operations

- **Technical Roadmap: Our guide to success**
- **Provide the right tools along with outstanding service**
- **Security is at the forefront of everything we do**
- **Develop maturity in our framework model**
- **Foster an environment of collaboration throughout the IT organization**
- **Eye on the horizon, continuous improvement**
- **Finally, IT is customer service: End User Forums (EUF) and Business Relationship Management (BRM)**

Questions?

