Agency of Digital Services SFY2025 Budget Request

House Appropriations Committee

Denise Reilly-Hughes, Secretary & CIO
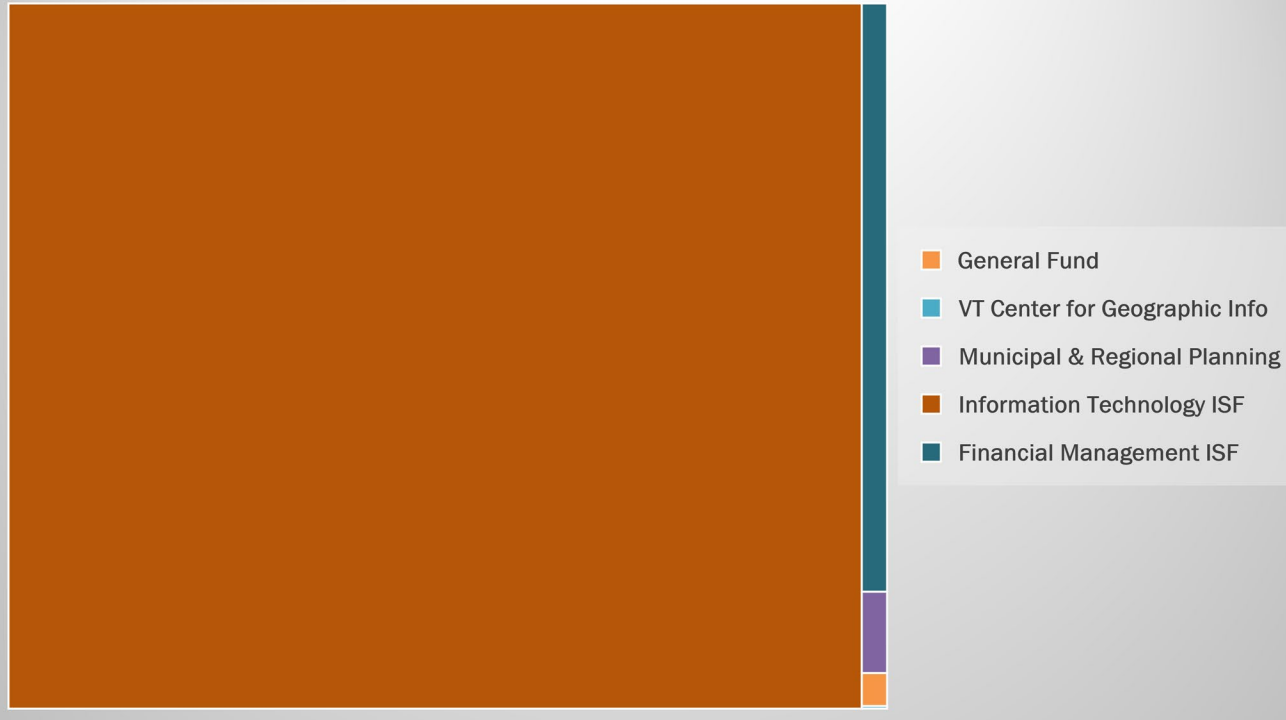
Kate Slocum, Chief Financial Officer

February 15, 2024

digitalservices.vermont.gov

Governor's Recommended Budget SFY25

Legend:
- General Fund
- VT Center for Geographic Info
- Municipal & Regional Planning
- Information Technology ISF
- Financial Management ISF

SUMMARY & HIGHLIGHTS

- Identified as Statewide Savings or Cost Avoidance of over $42.4M since the creation of ADS
- Total Base Budget $145,629,430
- 18 Exempt, 389 Classified Positions
- Security Information and Event Management (SIEM) system
- Statewide ERP in Active Procurement
- DMV Modernization on Schedule
- UI Modernization in Active Procurement
- All IT Modernization Projects in Progress
- Work on AI continues to Advance
- Tech Bus Management Rollout Underway
- IT Asset Assessment Initiated
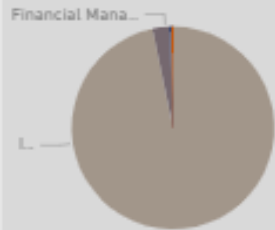- Security Risk Score Model in Progress

VERMONT
AGENCY OF DIGITAL SERVICES

Agency of Digital Services

VERMONT

ADS FY2025 Budget Request

$145,623,430

ADS Funding Sources

Financial Mana...

- Information Technology $140,895,773
- Financial Management Fund $4,012,126
- Municipal & Regional Planning $497,401
- General Fund $209,808
- VT Center for Geographic Info $14,322

Savings To Date (?)

$42,016,284

Office of the CIO
Provides direction and oversight for all Information Technology, Data, and Security Services within the Executive Branch of the State of Vermont. Establishes Policy and Standards for IT.

Staff Training Hours	Apps Modernized	Security as % of IT Staff	Contract Cycle Time, Days
8.7K (?)	**152** (?)	**3.60%** (?)	**10.0** (?)

Project Management
Provides project management, oversight, and procurements services for Partner Agencies. Ensures IT projects are managed to accepted standards, proper stakeholder engagement, and success.

Projects in Progress	On-Target Projects	New Initiative Projects	Maintenance Projects
97 (?)	**74.0%** (?)	**30%** (?)	**10%** (?)

Agency Support
Embedded staff in our Partner Agencies. Provide daily support of users, applications, & enhancements. Ensure technology investments meet Agency needs & align with IT direction.

Users Supported	Customer Satisfaction	Embedded Staff	Applications Supported
12,474 (?)	**B** (?)	**167** (?)	**1,148** (?)

Shared Services
Through economies of scale provides IT services for Partner Agencies in the areas of Email, Collaboration, Mainframe, ERP, and Desktop Support.

Supported Computers	Internet Availability	On Time Ticket Closure	Tickets Opened
9,996 (?)	**99.9%** (?)	**90.4%** (?)	**75,248** (?)

Thwarted Cyber Threats
17.6M (?)

VIC Online Transactions
866.2K (?)

Public-Facing Services
311 (?)

Percentage of Positions Vacant
11.0% (?)

ADS Confirmed Savings and Budget
— Budget Request —— ADS Budget + Savings

$127.1M — $153.3M
$91.0M $145.6M
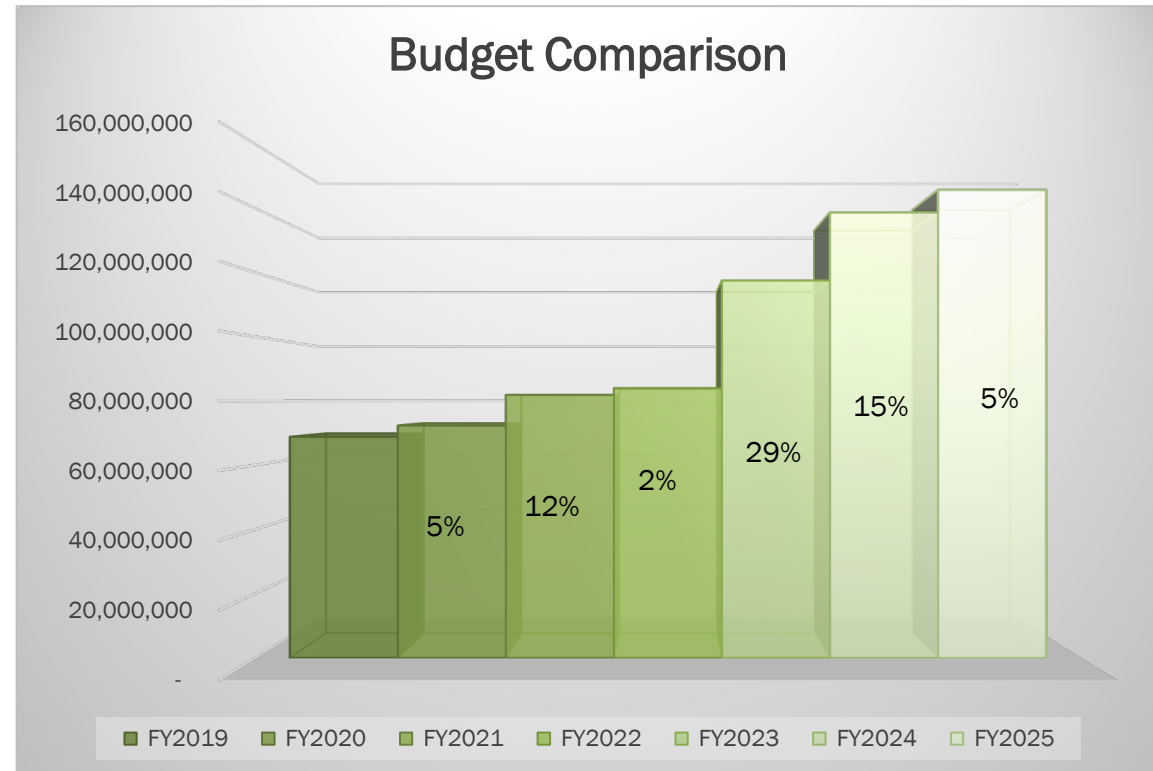$75.4M $117.4M
$40.2M $83.9M
$72.3M
$40.2M
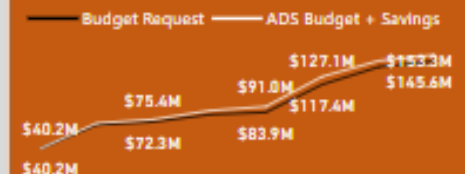
VERMONT
AGENCY OF DIGITAL SERVICES

Proposed ADS Base Budget

$7M Overall Increase to Base:

- Business Partner Projects/Demand

- Staffing Pressures

Budget Comparison chart showing values from 0 to 160,000,000. FY2019, FY2020 (5%), FY2021 (12%), FY2022 (2%), FY2023 (29%), FY2024 (15%), FY2025 (5%).

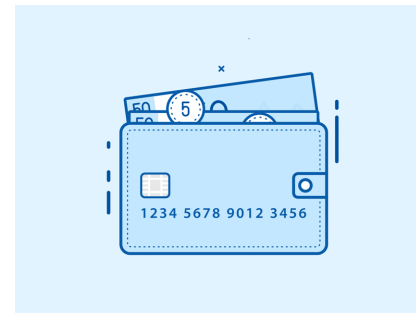# Structure – ADS Internal Service Fund (ISF)

This ISF is enables ADS to invoice for services provided via 5 chargeback areas in 2 top recovery categories:
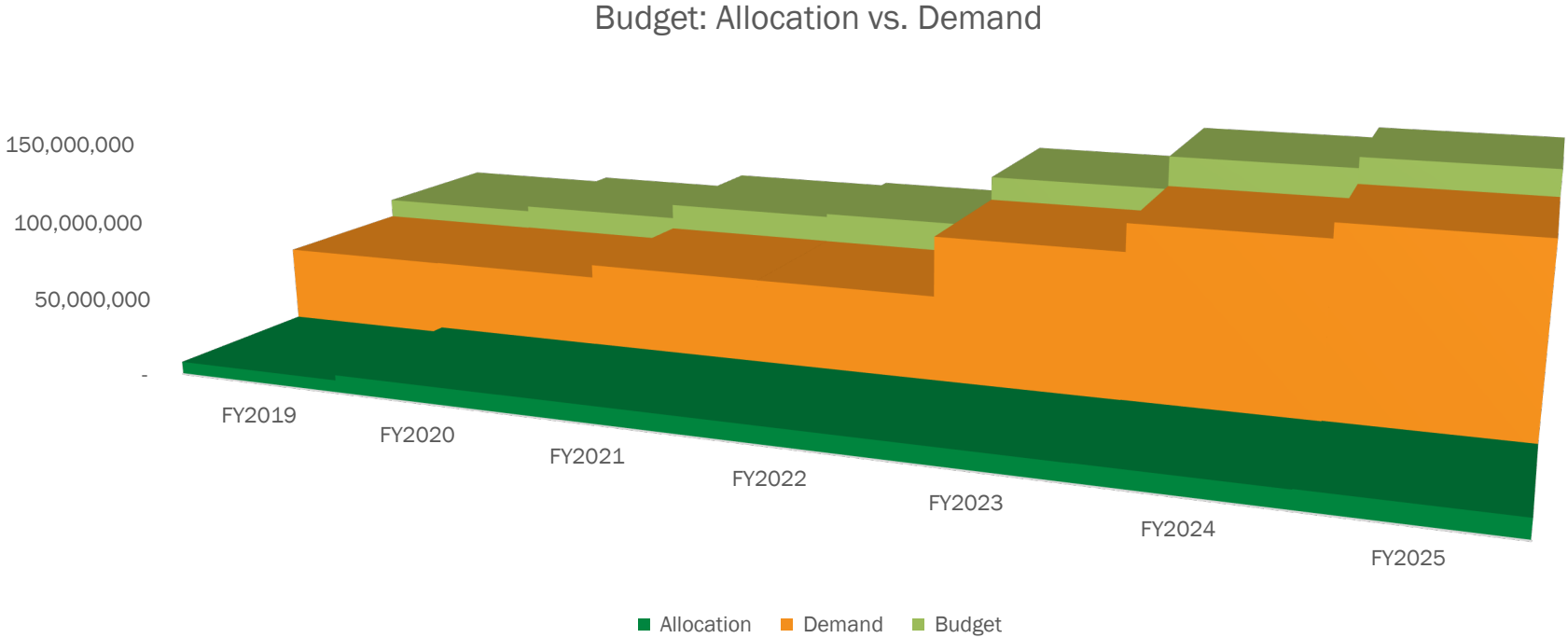
Allocation:

1. IT Foundations
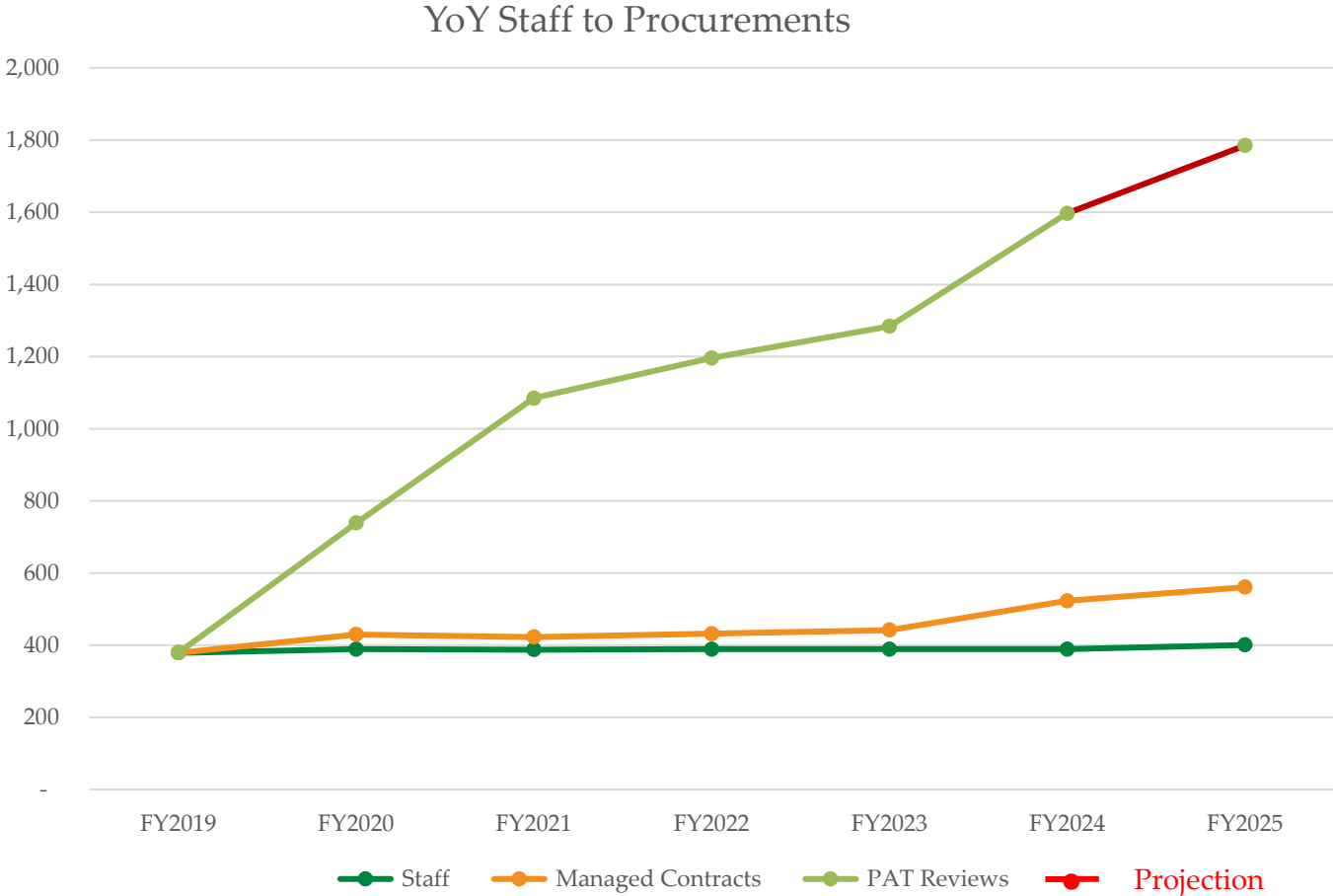
Demand:

2. ADS SLA (Hosting, Application Support, Software Licensing)
3. ADS Timesheets
4. Telephone/Communication
5. Bespoke

Current ADS ISF Breakdown

Budget: Allocation vs. Demand

IT Procurement Visibility

YoY Staff to Procurements

Budget Cross Walk

Approp #1 [1105500000] Agency of Digital Services: FY 2024 Approp	186,726	471,611	137,970,115	138,628,452
Other Changes: (Please insert changes to your base appropriation that occurred after the passage of the FY24 budget]				0
FY 2024 Other Changes	**0**	**0**	**0**	**0**
Total Approp. After FY 2024 Other Changes	**186,726**	**471,611**	**137,970,115**	**138,628,452**
CURRENT SERVICE LEVEL/CURRENT LAW	**23,183**	**43,749**	**6,937,784**	**7,004,716**
Personal Services	*23,183*	*43,749*	*6,937,784*	*7,004,716*
Salaries & Wages	6,557	12,747	1,051,157	1,070,461
Fringe Benefits	12,472	24,413	1,339,571	1,376,456
Contracted & 3rd Party Service	4,147	6,574	4,483,701	4,494,422
PerDiem and Other Personal Services	7	15	63,355	63,377
REDUCTIONS TO TARGET	**(101)**	**(3,637)**	**0**	**(3,738)**
Operating Expenses	*(101)*	*(3,637)*	*0*	*(3,738)*
IT/Telecom Services & Equipment	(90)	(3,612)		(3,702)
IT Repair & Maintenance	(11)	(25)		(36)
				0
Subtotal of Increases/Decreases	**23,082**	**40,112**	**6,937,784**	**7,000,978**
FY 2025 Governor Recommend	**209,808**	**511,723**	**144,907,899**	**145,629,430**
FY 2025 Governor Recommend Target	**192,328**	**471,611**	**142,109,218**	**142,773,157**
FY 2025 Target vs. Recommend	*(17,480)*	*(40,112)*	*(2,798,681)*	*(2,856,273)*

Agency of Digital Services FY 2024 Appropriation	186,726	471,611	137,970,115	138,628,452
Reductions and Other Changes	**0**	**0**	**0**	**0**
FY 2024 Total After Other Changes	**186,726**	**471,611**	**137,970,115**	**138,628,452**
TOTAL INCREASES/DECREASES	**23,082**	**40,112**	**6,937,784**	**7,000,978**
Agency of Digital Services FY 2025 Governor Recommend	**209,808**	**511,723**	**144,907,899**	**145,629,430**
FY 2025 Governor Recommend Target	**192,328**	**471,611**	**142,109,218**	**142,773,157**
FY 2025 Target vs. Recommend	*(17,480)*	*(40,112)*	*(2,798,681)*	*(2,856,273)*

VERMONT

AGENCY OF DIGITAL SERVICES

ADS Technology Services

- Agency Application Support & Development
- Contractor and Partner Services
- Data Analytics and AI
- Data Governance
- Datacenter Management
- Desktop and Helpdesk Support
- Enhanced Security Services
- Extended IT Support
- Finance and Contracts Management
- Identity Access Management
- Inventory & Asset Management
- IT Baseline Standards

- IT Project Management
- Legacy System & Business Process Support
- Line of Business IT Support
- Network Connectivity
- Security and Compliance Audit Support
- Security Foundations
- System & App Maintenance
- Technical Debt Management
- Telephony (analog and VOIP)
- User Productivity Suite
- VCGI and GIS Open Data
- Web Services

VERMONT
AGENCY OF DIGITAL SERVICES

ADS Structure & Strategy

User Experience

Enhanced Standards

Simplify & Reduced Complexity

Predictability