

IT Strategy Synopsis

4/9/15 testimony by Richard Boes

DII Mission

To improve state government effectiveness and productivity, the mission of the Department of Information and Innovation is to provide expertise, standards and shared services for the state enterprise and to support agency and/or department specific information technologies.

IT Goals and Initiatives

5-Year Goals	Recent Progress	Next Step Initiatives
<p>Operate effectively & efficiently</p> <ul style="list-style-type: none"> • This goal is a consolidation of last year's plan. It includes: <ul style="list-style-type: none"> ○ Modernize critical IT ○ Ensure IT service sustainability ○ Use IT for statewide productivity ○ Operate effectively & efficiently 	<ul style="list-style-type: none"> • Internal phone audit resulted in \$287,928 in cost reductions • Improved IT Governance to more effectively align technology with business need • Service delivery improvements result in less down-time for end users • Improved transparency of technology spend results in more informed decision making 	<ul style="list-style-type: none"> • Voice over Internet Protocol (VOIP) replaces traditional telephony – reduces cost and improves service • Local Area Network consolidation and improvements prepare the State for new capabilities • Improve end-user productivity through secure anytime/anywhere computing • IT Governance maturity
<p>Enable Successful Projects</p>	<ul style="list-style-type: none"> • Mandatory Business Cases help projects clarify cost/benefits • Independent Review process improvements deliver greater value to agencies • Some recent successes include: <ul style="list-style-type: none"> ○ Human Resources system upgrade ○ DMV – Automated Testing System ○ AOE Educator Online Licensing System ○ Business Portal ○ Open Data Portal for enhanced transparency 	<ul style="list-style-type: none"> • Templates and tools for defining and assessing project success criteria • Use assessments to improve processes • Streamline the technology procurement process to better align vendor responses with desired outcomes • Improved vendor management
<p>Enhance information security</p>	<ul style="list-style-type: none"> • Hired a Chief Information Security Officer (CISO) • Completed a Healthcare security assessment and remediation • Worked with the Department of Public Safety to stand up a cyber-resiliency group to address critical infrastructure 	<ul style="list-style-type: none"> • Develop statewide security plan • 24x7 Security Monitoring • Common Security Services • Increase security awareness through training

IT Strategy Synopsis

4/9/15 testimony by Richard Boes

5-Year Goals	Recent Progress	Next Step Initiatives
Partner with State Agencies and Departments for Solutions	<ul style="list-style-type: none"> • Tax Modernization - Corporate and Business Income, Nonresident Withholding, Real Estate Withholding • Established platform for Health Services Enterprise (HSE) • Business Portal – Secretary of State, Department of Labor, and Department of Tax 	<ul style="list-style-type: none"> • Tax Modernization – Phases 2, 3 & 4 • Leverage platform for future HSE projects • Enterprise Resource Planning upgrade • Records/Document Management

Compared to other states, Vermont has made considerable IT-related progress, but still has a long way to go. A 2014 Survey^j ranked Vermont as one of the most improved states in terms of digital services.

Strategic Principles

DII uses eight key principles in designing, reviewing and prioritizing work.

1. Leverage successes of others, learning best practices from outside Vermont
2. Leverage shared services and cloud-based IT, taking advantage of IT economies of scale
3. Adapt the Vermont workforce to the evolving needs of state government
4. Apply enterprise architecture principles to drive digital transformation based on business needs
5. Couple IT with business process optimization to improve overall productivity and customer service
6. Optimize IT investments via sound Project Management
7. Manage data commensurate with risk
8. Incorporate metrics to measure outcomes

^j http://www.govtech.com/state/Digital-States-2014.html?utm_source=related&utm_medium=direct&utm_campaign=Digital-States-2014