Agency of Human Services

Agency of Digital Services

Darin Prail
AHS Information Technology

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Who I am

Darin Prail

Agency of Human Services Chief Information Officer

Darin.Prail@Vermont.gov

AHS Information Technology Mission

To guide the Agency's Central Office and its six departments (DAIL, DCF, DOC, DMH, DVHA, and VDH) in the planning, procurement and development of secure, interoperable solutions thereby enabling AHS to successfully accomplish its mission: to "improve the conditions and well-being of Vermonters and protect those who cannot protect themselves".

Bit of recent history

- Departmental IT (~2005)
- Centralization of infrastructure Staff (2006)
- Centralization of development Staff (2011)
- Move commodity services (email, infrastructure, desktop support services) to DII after Tropical Storm Irene flooding (2013)
- Addition of Project Management Office and Content/Document Management Office (2013)
- Proposal of Agency of Digital Services (2017)

AHS IT

- Application Developers
- Application Integrators
- Business Analysts
- Database Administrators
- Project Managers
- Document/Content Management Experts
- Information Technology Managers
- CIO's office

Typical activities

- Develop custom solutions/software
- Procure software solutions
- Operate and maintain existing applications
- Write RFIs, RFPs, contracts, manage vendors
- Work with AHS to prioritize IT projects
- Plan (R&D, staff development)
- Manage DII relationship (Service Level Agreement)
- Compliance with Federal and State mandates

DII Service Level Agreement

- Network
- Servers (OS only)
- Security
- Helpdesk (basic triage) services
- Commodity purchasing
- Desktop support
- Enterprise architecture
- Project management oversight

Recent Achievements

- Department of Mental Health – Electronic Health Record replacement
- Department of Health – WIC system replacement
- Department of Vermont Health Access – Pharmacy Benefits System replacement
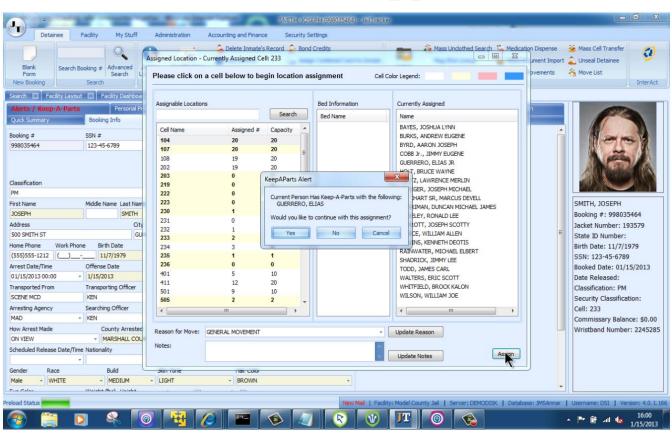- Department of Corrections – Offender Management System replacement

IT Challenges & Opportunities

Replacing Obsolete/Legacy applications

IT Challenges & Opportunities

..with modern applications

Agency of Digital Services

Opportunities

Agency of Digital Services

Challenges

Questions?

DARIN PRAIL
AHS CIO
DARIN.PRAIL@VERMONT.GOV

VERMONT