AGENCY OF DIGITAL SERVICES

SFY2021 BUDGET OVERVIEW

August 28, 2020
John Quinn, Secretary and State CIO
Kate Slocum, Chief Financial Officer
Stacy Gibson-Grandfield, Director of Enterprise Project Management Office
Darin Prail, AHS IT Lead

Agency of Digital Services

Number of Staff

Tower	Staff
Application Support	166
Data Network	8
End-user Support	40
Finance & Administration	14
GIS	8
Hosting	20
IT Management	112
IT Service Desk	9
Security	9
Telephony & Collaboration	2
Total	388

FY21 Request Sources

Other 0.69%



- VT Center for Geographic Info: \$13,000
- General Fund: \$174,342
- Municipal & Regional Planning: \$387,710
- Financial Management Fund: \$4,232,313
- Information Technology: \$76,432,079

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

Data Capacity, TB

Security as % Contract Cycle of IT Staff Time, Days

1,525 2.57% 22.8

Maintenance

Projects

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. Learn More

Projects in Progress

307

(?)

1.7K

Projects 58%

On-Target

Projects 67.2%

New Initiative

32.8%

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.

Learn More

Users Supported

10.1K

Customer Satisfaction

В

Embedded Applications Staff Supported

213.0 1342

Shared Services

Through economies of scales 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

89.2% 52.4K

11.3K

99.8%

(?)

\$ 81,226,444 Restated **FY21** Request

Thwarted Cyber Threats

10.8M

VIC Online Transactions

718.5K

Public-Facing Services

252

Savings as of Dec 2019

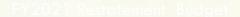
\$10,136,569

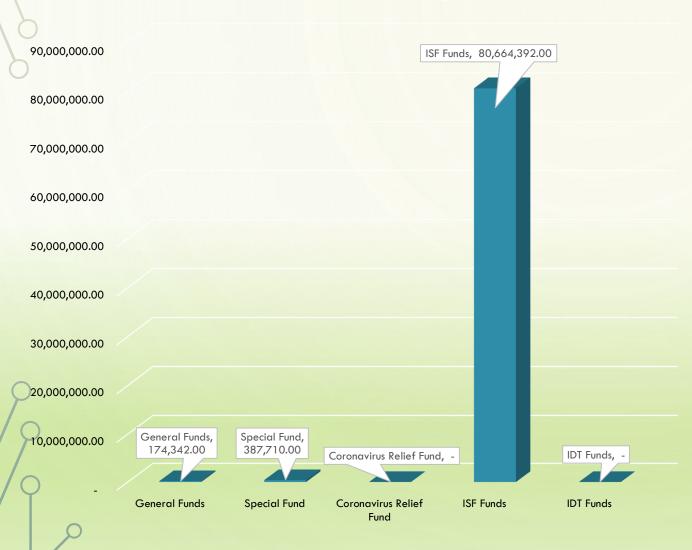
\$5M \$10M \$5M 2018 Total 2019





PROPOSED ADS SFY21 BUDGET





SFY 2021 SUMMARY & HIGHLIGHTS

- Total budget \$81,226,444
- 18 Exempt, 369 Classified Positions
- \$4.82M Identified as Statewide Savings or Cost Avoidance ADS Annual Report
- Reduced the CIT Deficit by \$1.19M

PROPOSED ADS SFY21 BUDGET

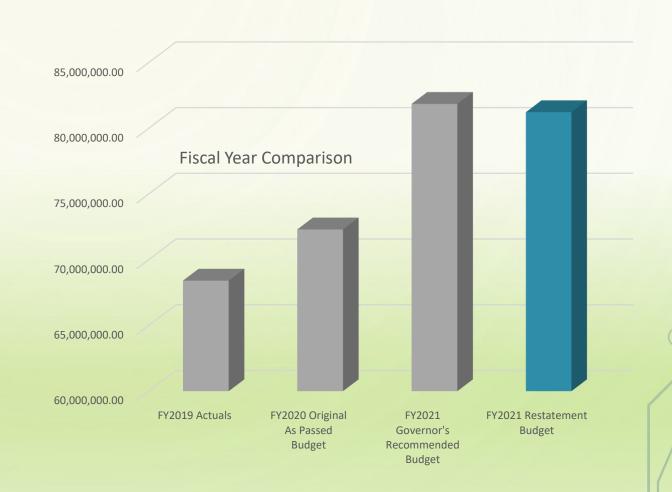
INVESTMENTS IN SFY21

- Cyber Security investments = \$1M
- Fee for Space Increase & Lease Space
 Move to ADS = \$461K
- Parcel Mapping Funding Switch \$257K
- Increase in Demand Costs as more IT
 Spending across the State is Identified
 \$7.9M

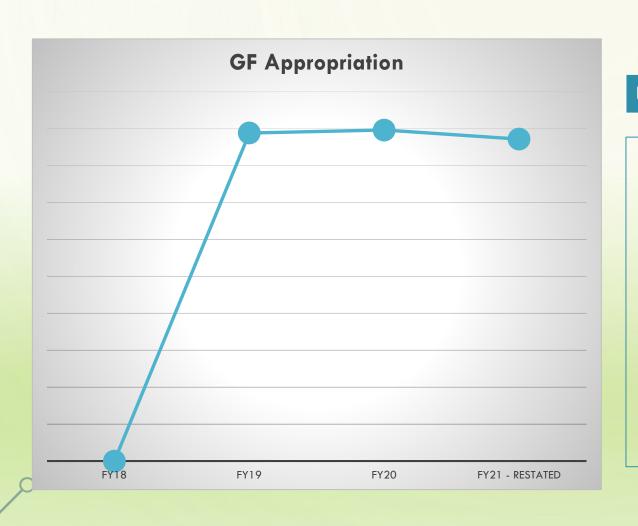
5% ADS ALLOCATION REDUCTION TARGET

Total Reduction from Original SFY21 Request \$631,016:

- Contractual Cancel the Gartner Subscription
- Contractual Remove Gov's Case
 Management Subscription
- Defund two Exempt Positions



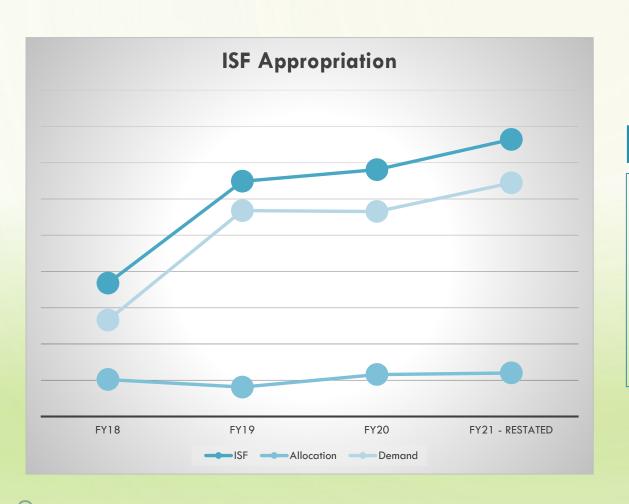
ADS GENERAL FUND SPENDING



Use of Funds

- Staffing and operating to support <u>ADS</u>
 <u>Data Service Group</u> (duties outlined In 10 VSA § 123)
- Over 17 tb of geospatial data publicly available in data portal, ranging from town boundaries and school districts to high resolution land cover and topography.
- 80,000 users of applications, maps, data, and resources in in 2019.
- Learn more: 2019 Year in Review

ADS CIT FUND SPENDING



ADS Investments

FY18 – Creation of ADS, Creation of PAT

FY19 – Merging of all IT Staffing within

Executive Branch under ADS, SOC Creation, First

Comprehensive IT Dashboard, Mainframe

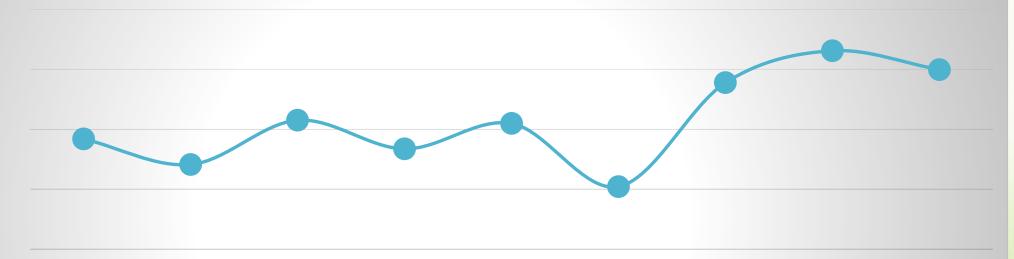
Outsource

FY20 – Expansion of the SOC

FY21 – Added Cyber Security Investments

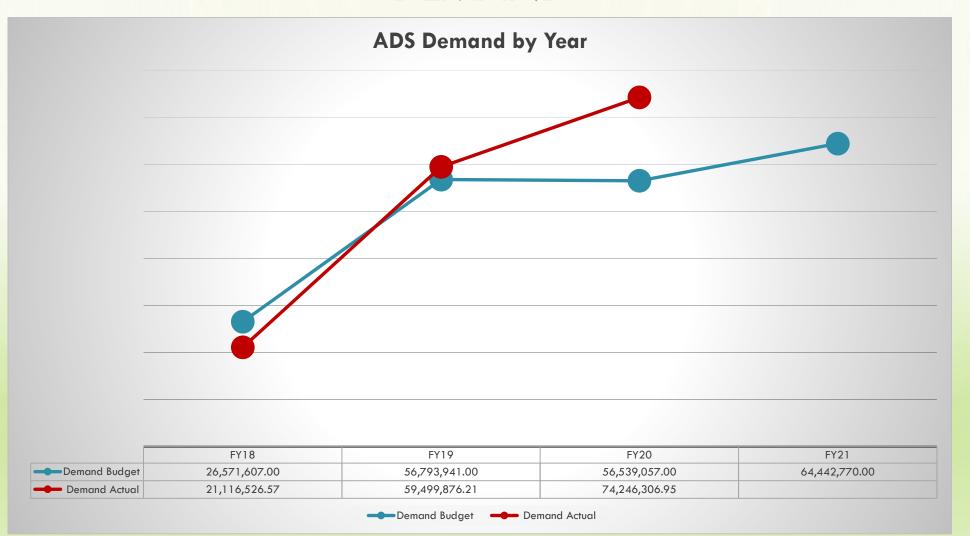
ADS BILLING COMPARISON - ALLOCATION





	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY21 Restated
Allocation By Year	9,678,088.00	8,823,414.00	10,300,619.00	9,345,367.00	10,193,555.00	8,085,868.00	11,555,057.00	12,620,325.00	11,989,309.00

ADS BILLING COMPARISON - DEMAND



STRUCTURE - INTERNAL SERVICE FUND

How do we distribute our costs?

- ADS Allocation
- ADS SLA (Hosting, Enterprise Application Support, Enterprise Licensing)
- ADS Timesheets
- Telephone/Collaboration Billing (Cost Per line + Markup for People and Non-People, ACD Charges covered in the SLA)
- Bespoke Charges (Billed back as order is placed and paid by ADS on a cash basis - on a 1:1 for basis)

STRUCTURE - INTERNAL SERVICE FUND, ALLOCATION

- Internet and other network connectivity
- Video Conferencing
- Mobile Device Management
- Desktop/Laptop Windows operating systems
- Service Desk
- Vermont.gov management
- Technology Contracting and Procurement support
- eSignature Software
- Firewall, VPN and secure certificate services,
 support and maintenance

- Internet border intrusion detection and prevention
- Incident handing consultation and facilitation
- Enterprise Project Management Office (EPMO) administration/Legislative Reporting
- Penetration testing and vulnerability assessment
- Staff involved with Security, IT Service Desk,
 IT Finance & Administration, GIS Professionals
 and Data Network professionals

STRUCTURE - INTERNAL SERVICE FUND, SLA

- Telecom ACD
- Private Cloud
- Desktop Support
- Mainframe
- Enterprise Application Services
- GoToAssist Licenses
- Department Specific Security Services
- ERP Technical Services
- Enterprise Application Licenses

e.g. Adobe, Microsoft, Salesforce, OnBase, Mulesoft

Enterprise Application Support

STRUCTURE - INTERNAL SERVICE FUND, TIMESHEET DEMAND

- Enterprise Project Management, Enterprise Architecture,
 Security, are billed out at \$88/hour
- Non-Enterprise Application Support are billed out at a rate of \$84 per hour



Rate Calculation:

We take total hours available in a year

Total Hours (2080) and deduct sick, leave, vacancy savings, training and staff meetings

The Estimated salary and benefits from the budgeting system (Vantage)

➤ Salaries & Fringe Numbers

The Indirect Costs associated with the Staff assigned to the ADS Timesheets

➤Indirect & Overhead

STRUCTURE - INTERNAL SERVICE FUND, TELEPHONY AND BESPOKE



Telephony:

- <u>V</u>oice <u>O</u>ver <u>IP</u> Lines aka VoIP
- Analog Lines

Bespoke Charges:

- Hardware,
- Software,
- Computer Peripherals,
- Independent reviews,
- other IT Contractual Services,
- Specific Training related to Projects/Systems,
- Wireless Access Points,
- Telephony Equipment associated with ACD



ADS DEMAND BILLING TRANSPARENCY APPROACH

- Instituting an ADS Demand Dashboard
- Earlier Annual Deadline for SLA Projection
- In Person SLA Meetings in Advance of Budget Development
- Implement an Estimating Process Per Work Order
- Standard Hardware and Software Price List

PROPOSED ADS SFY21 BUDGET

BY OBJECT

Object		FY19 Actuals	72020 Orginal As Passed Budget	Y2021 Governor's Restated Budget
Personal Services	\$	44,484,071.00	\$ 48,324,719.00	\$ 54,916,361.00
Operating	\$	23,925,529.00	\$ 23,980,357.00	\$ 26,310,083.00
Grants	\$	-	\$ -	\$ - ·
Tota	al \$	68,409,600.00	\$ 72,305,076.00	\$ 81,266,444.00

PROPOSED ADS SFY21 BUDGET BY FUND

Fund	Amount		
General Fund	\$	174,342.00	
VT Center for Geographic Info Fund	\$	13,500.00	
Municipal & Regional Planning Fund	\$	374,210.00	
Information Technology Fund	\$	76,432,079.00	
Financial Management Fund	\$	4,232,313.00	
	Total \$	81,226,444.00	

INTEGRATED ELIGIBILITY AND ENROLLMENT

Progress Achieved

- Enterprise Content Management (ECM) project migrating to a single document management system closed May 1st
- Enterprise Content Management System Encryption Security Enhancements closed June 1st
 - Security related work to expand the use of the document uploader to other eligibility programs
- Major Oracle upgrade for out-of-support software components completed and in stabilization phase; close out end of September
- Oracle Business Intelligence into new upgraded Oracle environment close out end of August

Like many agencies, departments and programs, the emergency public health response has resulted in staffing pressures causing some delays:

- Premium Processing project Delayed due to resource availability, new effective date of January 1, 2022
 - Preserves continuity of Open Enrollment period this year
- Customer Portal Phase 2 project 4 workstreams, reduced in scope to remove Remote ID proofing and Landing Page
 - Converging system logins: Document Uploader and ESD's MyBenefits application (early September, 2020)
 - Medicaid for the Aged, Blind, and Disabled: Online Application Pilot (late September, 2020)

Planned Roadmap

- Customer Portal Phase 2 enhancements
- Premium Processing
- Case Management Preparation and new Case Management System Requirements gathering (January 2021)
- RFP for the Integration Partner (January 2021)

UNEMPLOYMENT INSURANCE MODERNIZATION

FY 21-FY 22 ROADMAP

Current State

Mainframe Migration Complete (6/13/2020)

Operating System Upgrade – Planning underway

iUS Consortium - Dissolved

Collaboration discussions with North Dakota

Current State of Ul Analysis Complete

State Specific Modules (65-80% complete)

iUS Core Code

610 Bugs unresolved

Undelivered Tax and Benefits functionality



UNEMPLOYMENT INSURANCE MODERNIZATION

FY 21-FY 22 ROADMAP

Next Steps to Modernization

Mulesoft Integration
OnBase Integration
RFI/RFP for UI Modernization

Inform cost and timeline

UNEMPLOYMENT INSURANCE MODERNIZATION

FY 21-FY 22 ROADMAP

UI MODERNIZATION ROADMAP

Phase I - Multiple Releases

Phase II - Multiple Releases

Phase III - Multiple Releases

Phase IV - Multiple Releases

Claimant Portal - Integration with Mainframe Employer Portal - Integration with Mainframe Employer Registration - SOS Integration Fraud reporting and Case Management OnBase Integration

Benefits System - Replace Mainframe Claimant Portal Integration SIDES OnBase Integration

Tax System - Replace Mainframe Employer Portal Integration Benefits System - BPC TOP Implementation (Collections) OnBase Integration

BENEFITS SYSTEMS (cont.)

BPC Staff

Assign Cases

Adjust Earnings

Determine Fraud

Assign Penalty

Assign Cases

Audit Claims

BTO Staff

DV Staff

Finance Staff

BAM Staff

Maintain Issues

Maintain BPC Cases

Perform Fact Finding

Generate BAM samples

Prepare Document Package

Maintain BAM Cases

Perform Fact Finding

Generate BTO samples

Generate Accounting Reports

Maintain Issues

Update Sun System

Benefits System - BAM Case Management, External Agency Reports, DUA Tax system - TPS, Employer Audit RESEA OnBase Integration



-UI MODERNIZATION

ONBASE INTEGRATION



CLAIMANT PORTAL

Claimant Register and Login Maintain Profile Verify Identity Message Staff Upload Attachments View Alerts Submit forms File Initial Claim Verify Work Authorization

File Weekly Certification Submit Work Search Submit Eligibility Questionnaire Reopen Claim

Select Payment Method Verify Direct Deposit Information Third Party Administrator (TPA) Select Tax Withholding View Status

File Appeal Make Payment (Overpayment) View Correspondence Print

Staff

Login Search Message Claimant Set Alerts Add Claimant File Claim File Certification Lock/Unlock User View forms & attachments

EMPLOYER PORTAL

Employer

Register and Login Access & Maintain Account(s) Message Staff Upload Attachments View Alerts Submit forms

View Information Report New Hire Report Return to Work

File Quarterly Wage & Contribution Make Payments

File Appeal View Correspondence

Register and Login

Access & Maintain Account(s) Message Staff

Upload Attachments Bulk Report New Hire

Bulk File Quarterly Wage & Contribution Make Payments

Print

Staff Login Search

Message Employer Lock/Unlock User View forms & attachments Manage Bulk New Hire Manage Bulk Wage & Contribution

Register for UI Account Submit Forms Contact Staff

FRAUD REPORTING & BENEFITS SYSTEMS CASE MANAGMENT All Staff

Login

Search

<u>Admin</u>

Maintain Notes

Generate Reports

Maintain Extensions

Public

Report Fraud Identify Fraud Type

Login Search

Maintain Fraud Case Maintain UI Program Maintain Notes

Claim Specialist

Maintain Claimant Maintain Claim Perform ICON Activity Maintain Payments Maintain Deductions Maintain Benefit Charges Maintain Extensions Maintain Overpayments Maintain TRA

Generate Correspondence

Maintain Special Programs

Adiudicator

Assign Cases Maintain issues Maintain Adjudication Cases Maintain Trust Fund Accounts Adjudicate Mass Separation LMI Staff Schedule Interviews Perform Fact Finding Allocate Earnings Determine Claim Appeals Staff

Schedule Hearings

Prepare Exhibit

Resolve Appeal

Collections Staff

Maintain Payment Plans

Maintain Bankruptcv

Maintain Legal Action

Recover Overpayments

RESEA Admin Maintain Appeal Cases

Maintain Location Capacity RESEA Staff Generate RESEA cases

Receive LMI reports

Other State Agencies

Receive Reports

Schedule cases Generate Billing Statements Maintain cases Create Issues Maintain Notes Generate Correspondence Generate Reports

TAX SYSTEMS All Staff

Login Search Maintain Notes Generate Correspondence Generate Reports

Admin

Maintain Rate Maintain Experience Rating

Tax Specialist

Register Employer Maintain Account Maintain Reports & Wages Maintain Payments Maintain Acquisitions Maintain Surcharges & Interest Manage Work Oueue Generate FUTA Certifications

Generate Billing Auditor

Generate Data Validation Report Assign Audit Cases Investigate Employer/Claimant Maintain Audit Close Audit

Appeals Staff

Maintain Appeal Cases Schedule Hearings Prepare Exhibit Resolve Appeal Collections Staff Maintain Delinquency Recover Dues

Maintain Liens Maintain Payment Plans Maintain Estimated Reports Maintain Bankruptcv Maintain Legal Action

TAX SYSTEMS (cont.)

SUTA Staff Investigate Fraud Assign SUTA Penalty Maintain SUTA Dumping

LMI Staff

Maintain LMI Information Receive LMI Reports

Collection Admin

Import Collection Records Maintain TOP Payments Generate Reports

SIDES Admin

Register Employer for SIDES Maintain SIDE requests Maintain SIDE responses

ONBASE

Admin Maintain Templates Maintain Indexing Staff View Correspondence

Claimant/Employer View Correspondence

OUT OF SCOPE

Pandemic Unemployment Assistance (PUA) Short Time Compensation (STC) Reemployment & Eligibility Assistance (REA) Trust Fund Accounting System (AccuFund)

Salesforce Platform Growth

- Used extensively to develop Pandemic Response applications
 - Regularly providing updates on application launches since March 2020
- In just the last 5 months:
 - 15 applications launched or scheduled imminently for release (started with VDOL Claims, PUA in April...latest is Covid19 Test Scheduling).
 - Most remarkable, 52,000 Vermonters logged (authenticated accounts) into our Salesforce platform on 8/25.
 - We've had zero project failures, and each of these projects has been launched with a
 process of knowledge transfer that has allowed ADS staff to take over support from the
 vendor, and further develop the applications 100% internally as new requirements,
 changes and updates are needed.

DRAF1

Agency	Project	Status
HSB	Fair Hearings Project	Scheduled – 9/2
AHS	COVID 19 Hazard Pay (phase 3)	Completed – 8/27
AGR	COVID 19 Non-Dairy Farm Grants	Completed – 8/24
VDH	COVID 19 testing	Completed - 8/14
PSD/PUC	COVID 19 Utility A rrears	Completed - 8/14
AHS	COVID 19 Essential Workers Phase 2	Completed - 8/12
ANR	COVID 19 Forestry Recovery Grants	Completed - 8/10
VDOL	COVID 19 Fraud Detection	Completed - 8/10
VDH	COVID 19 Inventory Mgt Phase II	Completed - 8/4
AGR	COVID19/CARES grants	Completed - 8/3
AHS	COVID19 Essential Workers	Completed - 8/3
AHS	COVID19 Provider Grants	Completed - 7/17
ACCD	COVID19/CARES grants	Completed - 7/6
AOT	A OT IDIQ-RAB v3	Completed - 6/22
DPS/VDH	COVID 19 Inventory Management phase I	Completed - 6/15
VDOL	COVID 19 VDOL UI Claims Portal	Complete
AOE	COVID 19 AOE - CRM Phase I	Complete
VDOL	COVID 19 VDOL PUA	Complete
ADS - EPMO	Clarity Migration to Beans	In Planning (internal resources)
SOS	SOS One Stop Business Portal	Proof of Concept complete - Planning for Development phase
AHS - DVHA	Blueprint for Health - Payment Operations	In negotiations with MTX
ADS - Business Office	A DS B usiness Office Phase I	Paused due to Covid-19 priorities
DLL	DLL - Licensing and Compliance	RFP should be awarded late summer
AGR	A GR - Water Quality Data Tracking	Waiting on LOE
AOE	ALIS (licensing) replacement	Updates: