

Agency of Digital Services

Covid-19 Response

Secretary & CIO
John Quinn

AGENCY OF DIGITAL SERVICES (ADS)



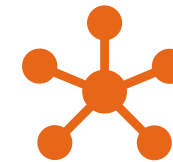
**Assist transition to remote work
for entire SOV workforce.**

ADS Tips and How-To's link on ADS website
(<https://digitalservices.vermont.gov/>)

Laptop and mobile device procurement and
deployment



**3,500+ daily connections to
network via OpenVPN**




500+ connections via Citrix

TRANSITION TO A REMOTE WORKFORCE ADS WEBSITE

VERMONT OFFICIAL STATE WEBSITE







STATE OF VERMONT
Agency of Digital Services

SEARCH
CONTACT



Home
Working With Us
Accountability
Priorities
Cybersecurity
About Us
ADS Tips and How-To's

Welcome to the Agency of Digital Services. We are a team of information technology professionals providing services and resources to our partners in state government, ultimately for the benefit of the residents, businesses and visitors of the State of Vermont.

 Working With Us Our Services Procurement Employment Opportunities Internships Policies	 Accountability & Internal Control Governing Statutes Annual Reports Government Transparency Resources and Reports Performance Dashboard	 Focus On Latest News Open Data Enterprise IT Projects
 Priorities Vision & Mission Improving Outcomes Strategic Plan Priorities	 Cyber-security SANS Resources U.S. Computer Emergency Response Team (CERT) Safe and Secure Online	 About Us Our Locations Contacts How We Are Organized

Tweets by @VermontADS

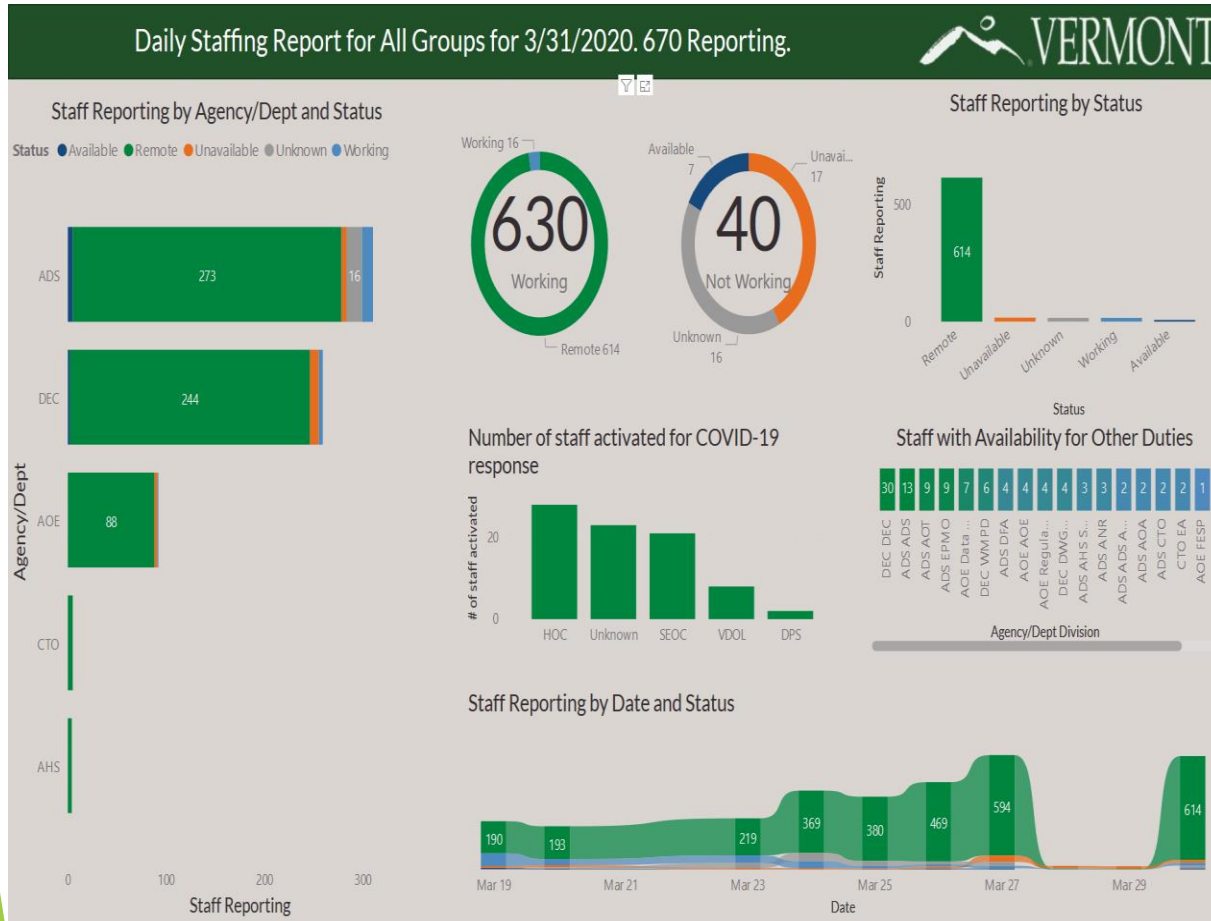
VT Digital Services Retweeted
Governor Phil Scott @GovPhilScott
I've just signed a stay-at-home order and directed the closure of in-person operations for all non-essential businesses.
Vermonters: you must stay home. You must stay home to save lives.
We are all in this together - and we'll get through it, together.
[governor.vermont.gov/press-release/...](#)
Mar 24, 2020

Online Phone Directory

TRANSITION TO A REMOTE WORKFORCE

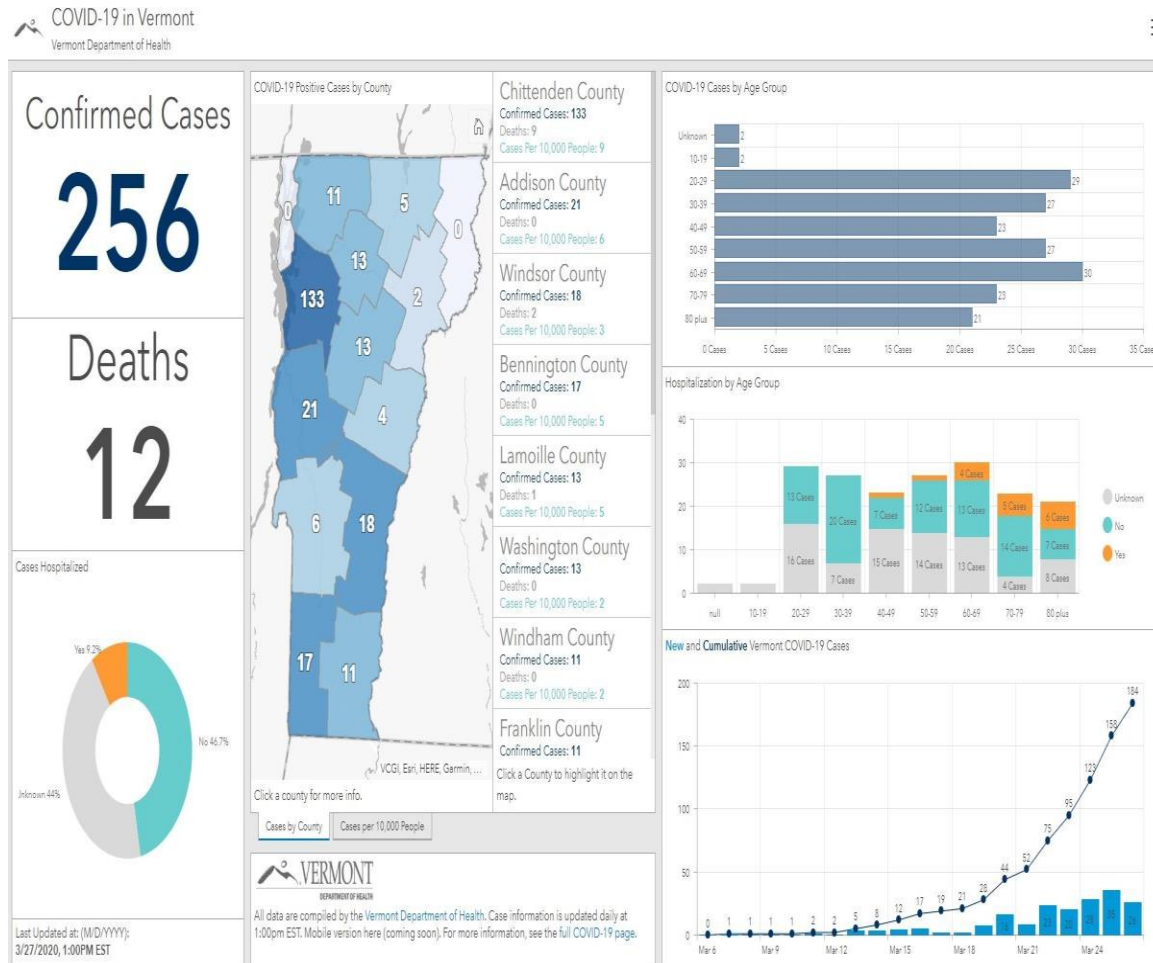
- ▶ Deployed 337 laptops, 26 tablets and 363 docking stations.
- ▶ Increased orders - ADS has worked with a variety of resellers to purchase the necessary machines should there be an influx of need. ADS expects to receive the following stock over the course of the next two weeks:
 - ▶ 695: Standard Laptops (Mix of HP, Lenovo, Dell)
 - ▶ 25: Developer Laptops (Dell)
 - ▶ 135: 27" Monitors (HP)
 - ▶ 25: 24" Monitors (HP)
 - ▶ 100: non-network printers (for home offices)
- ▶ Ensured all ADS issued cellphones were upgraded to the carriers First Responder services - over 44 upgrades were necessary for this move.
- ▶ Worked w/ Finance and Management to ensure proper expenditure coding was created for the COVID-19 Response activities. Had to further expand guidance to fit in the billable demand model ADS operates under. Created 35 plus payroll tracking codes.
- ▶ Worked w/ Shared Services to increase the various licenses to allow for easier remote work: OneSpan (eSign), LogMeIn, PowerBI, Etc.

DAILY STAFF TRACKER



- ▶ Managers/Supervisors must complete by 9am each morning.
- ▶ Keep track of staff who are available so we can identify holes and places with available capacity.
- ▶ List all their direct reports and their status.
- ▶ Lists any direct reports with capacity to help in other parts of ADS and other agencies.

STATE OF VT PREPAREDNESS DASHBOARDS

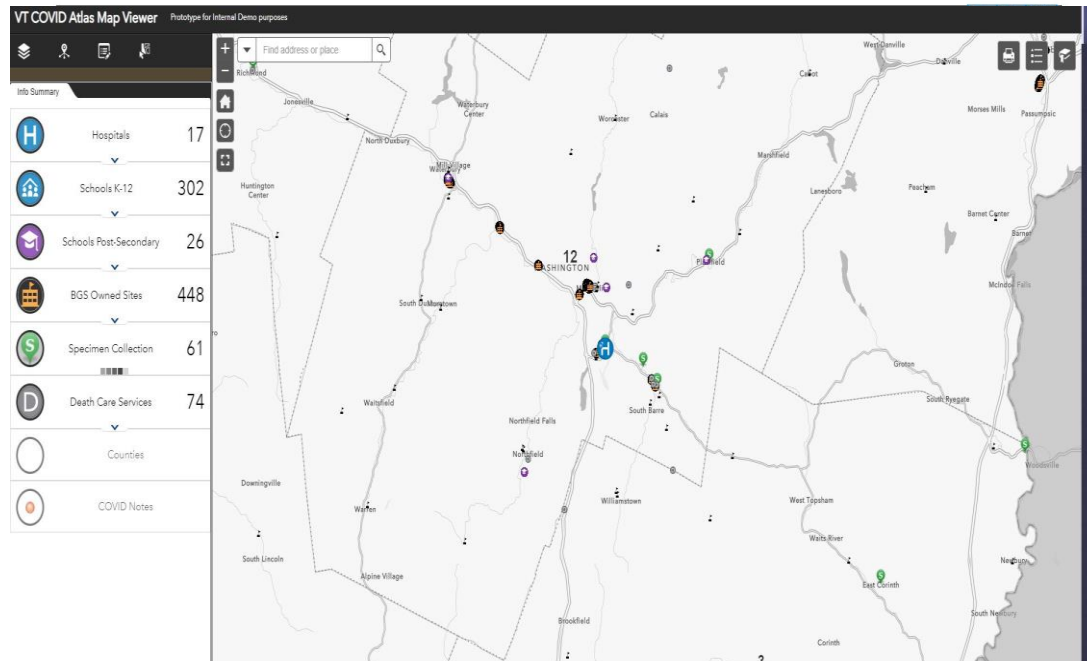


- ▶ Public Virus Dashboard (created and complete - although still in private viewing mode pending automatic update feeds).

STATE OF VT PREPAREDNESS DASHBOARDS



Map Viewer



- ▶ COVID Atlas Dashboard - internal map on critical locations for hospitals, schools, pharmacies, etc., and overlaid with Virus data.
- ▶ Equipment and Personal Protective Equipment (PPE) Dashboard - to actively view bed, ICU, and ventilator availability and surge capacity. To provide outlook on PPE days of supply on hand as well as projected based on growth of COVID-19 patients expected.

CYBERSECURITY

- ▶ Rolled out Security Mentor security awareness training.
 - ▶ 2,132 complete (about another 275 partially complete).
- ▶ Beefed up Firewall protections to accommodate the changes to the remote workforce.
- ▶ Deployed a new sensor suite inside the network for greater visibility.
- ▶ Stepped up our incident response readiness to provide better visibility to our Security Operations Center (SOC) staff and our SOC vendor, Norwich University Applied Research Institutes (NUARI).

AGENCY OF EDUCATION(AOE)

- ▶ Remote access for AOE employees
- ▶ E sign - Working with directors to identify needs, and support use of tool for electronic signature
- ▶ Assist AHS on data collection of essential personnel childcare needs
- ▶ AOE Help desk
 - ▶ Assisting in procurement of help desk solution that will allow AOE to efficiently collect questions from partners and the public
 - ▶ Initial scoping meeting with project team and retainer vendor
 - ▶ Received proposal from vendor
 - ▶ Working through SOW agreement and ABC forms
 - ▶ Working with finance for approval to move forward

AGENCY OF EDUCATION (cont.)

- ▶ Remote Learning - required for the remainder of the school year
 - ▶ For K -5, remote learning has other challenges that revolve more around the social aspect of meeting and collaborating. We are meeting with vendors in this space to understand how they could help us fill the need.
 - ▶ For grades 6-12, AOE is evaluating leveraging an existing relationship with VTVLC.org. The goal would be to expand their current Canvas instance to be available to the districts, and then support that with mentors and administrators who could assist the schools in using the system.

ENTERPRISE PROJECT MANAGEMENT OFFICE (EPMO)

- ▶ State Emergency Operations Center (SEOC) effort combining resources and tools from ADS support staff at the Department of Health (VDH) and the Department of Public Safety (DPS) to support the creation of a Volunteer Management System.
- ▶ VDH Alcohol & Drug Abuse Program via VTHelplink is LIVE.
- ▶ Substance Use Disorder Call Center and website are now live.
- ▶ ADS is ensuring the VDH Health Operations Center (HOC) and the SEOC have a venue to communicate with each other.
- ▶ DVHA is expanding Presumptive Eligibility process in the ACCESS Mainframe to allow Uninsured Vermonters access to COVID-19 test kits at in-state hospitals.
- ▶ Implementation of a Customer Relationship Management (CRM) solution at the Agency of Education to improve communications between AOE and the State's school districts.

AGENCY OF ADMINISTRATION (AOA)

- ▶ Supporting the use of Microsoft Teams as a key resource for communications with AOA Leadership.
- ▶ Responding to and fulfilling requests for laptop computers at the Dept. of Finance & Management and the Department of Tax for Critical Function employees to perform COOP functions.
- ▶ Direct requests or issues related to the ADS in terms of operations, resources, or information is immediately shared and delegated appropriately.
- ▶ ADS is attending and contributing to a Daily Situational Update meeting and document. All AOA Departments and Leaders are in attendance.

VERMONT DEPT OF LABOR (VDOL)

- ▶ Worked with Vermont Information Consortium (VIC) to stand up an online form to address the immediate need of Vermonters that were unable to get through VDOL claim lines.
 - ▶ Resulted in a total of 16,779 new initial claims submitted via this method while the form was online (Later replaced with a Salesforce-based application).
 - ▶ Developed new processes to automate Salesforce-based data into new load processes to populate the legacy mainframe.
- ▶ Developed a supplemental toll-free claims line to assist claimants in entering online initial claims forms.
 - ▶ Established and maintained hunt group of upwards of 30 separate VDOL VoIP lines for workforce development staff stationed around the State to field these calls.
- ▶ Procured, setup, and distributed over 30 laptops to enable VDOL personnel to telework.
 - ▶ Allocated and trained all VDOL users on how to leverage Citrix and/or OpenVPN and/or Office365 tools to gain the required levels of access to VDOL networks and systems to perform all tasks remotely.
 - ▶ Enabled OneDrive for Business for all VDOL users and migrated all personal network drives (i.e. H: drives).
 - ▶ Enabled call-forwarding to all desk lines
 - ▶ VDOL ChatBot

DEPARTMENT OF PUBLIC SAFETY (DPS)

- ▶ Work with DPS and the Department of Vermont Health Access (DVHA) leadership to develop a volunteer webpage and database
 - ▶ Initial webform developed by Vermont Information Consortium (VIC) is ready to go live when directed
 - ▶ Working with business to determine best way to manage data when received
- ▶ Implemented technical infrastructure to support law enforcement as they support the Health Department to trace COVID-19
 - ▶ 42 “Tracers” made up of Vermont State Police (VSP), Department of Motor Vehicle (DMV) Enforcement, Liquor Control, Game Wardens and Burlington Police Department
- ▶ All of DPS is working remotely

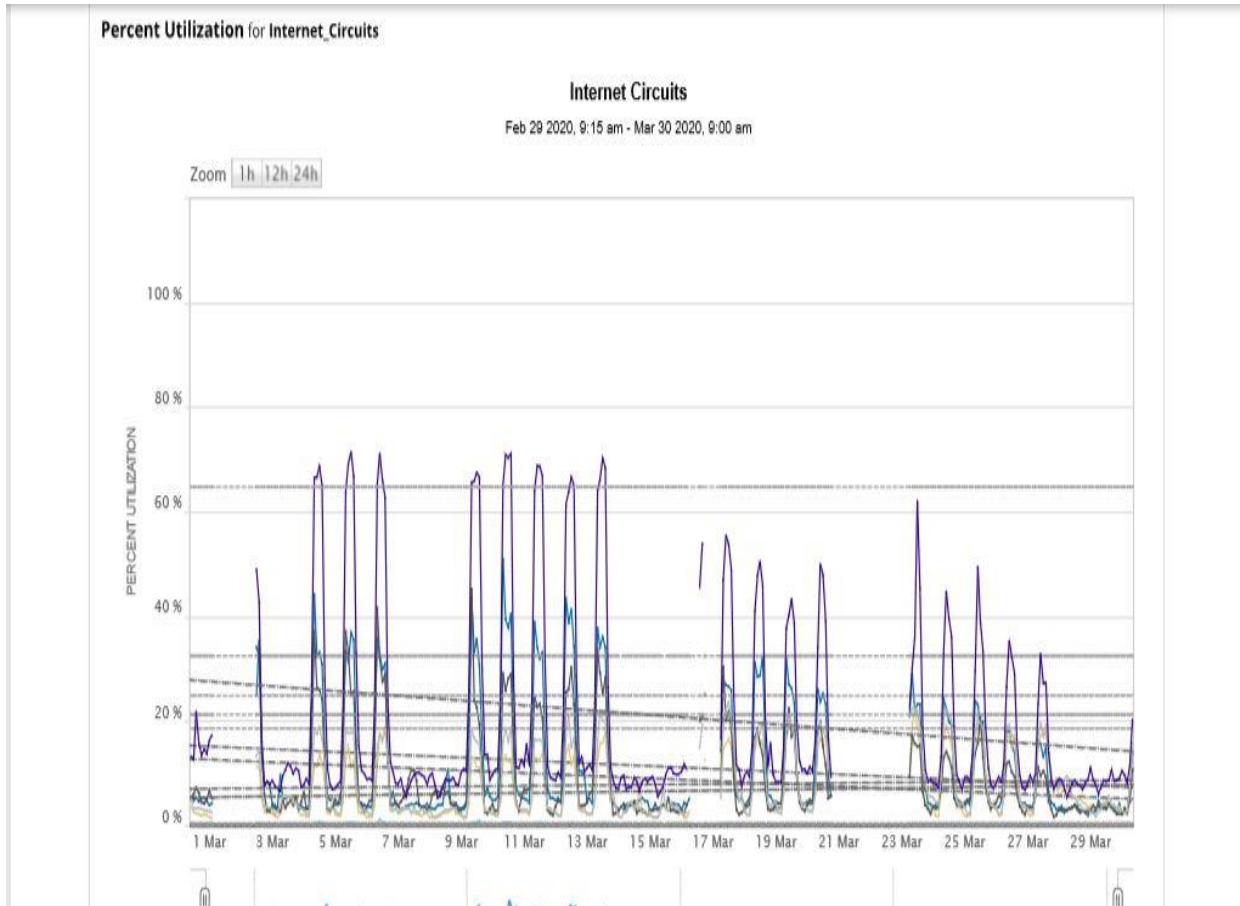
AGENCY OF TRANSPORTATION (AOT)

- ▶ Ensuring AOT has what they need to telework. Laptops, (100 deployed by ADS Shared Services Desktop group), and remote access to IT infrastructure.
- ▶ Stood up Microsoft (MS) Team Sites for DMV and VTrans.
- ▶ Assist telework users in accessing Maintenance Activity Tracking System (MATS) application. MATS is mission critical as it is the time reporting system for the agency. It is also the activity-based reporting being used by the AOT Incident Command System (ICS) team.
- ▶ Provisioned computers with application specific, locally installed software to be run remotely in order to increase performance for application access.
- ▶ Updated AOT's mainframe financials application (STARS) to send reports (Payroll, Expenses, etc.) to group emails instead of the local printer. This allows the employees in the business office to work remotely.

AGENCY OF NATURAL RESOURCES & AGENCY OF COMMERCE & COMMUNITY DEVELOPMENT (ANR & ACCD)

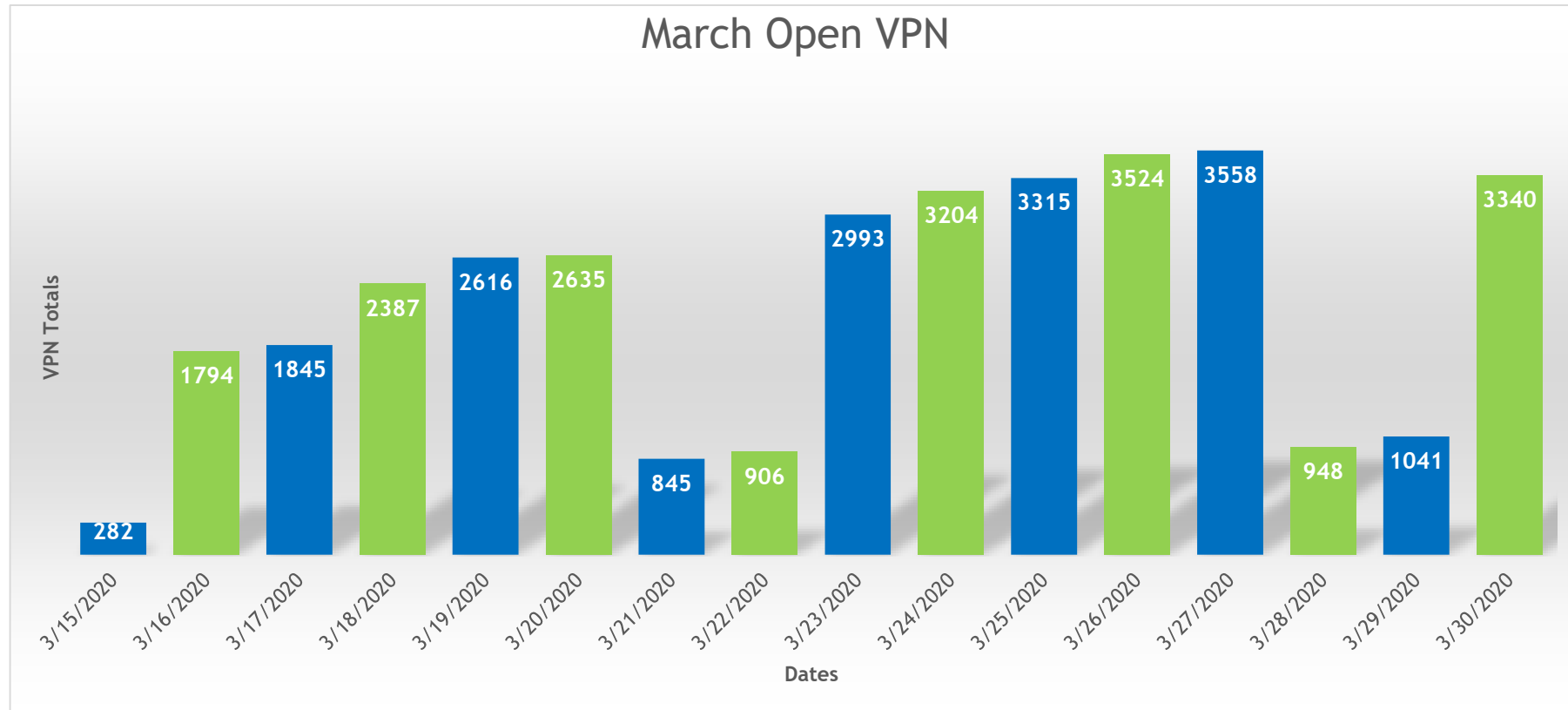
- ▶ Provided training to ANR, ACCD, and NRB in OneDrive, OpenVPN, MFA, and the Ivanti ticketing system
 - ▶ In person classroom style training
 - ▶ Online videos
 - ▶ “How to” documents
- ▶ Prepped approximately 30 spare laptops in advance of the virus outbreak.
 - ▶ 8 of these repurposed laptops have been deployed so far

DAILY BANDWIDTH UTILIZATION - FOUR 1GBT INTERNET CIRCUITS.



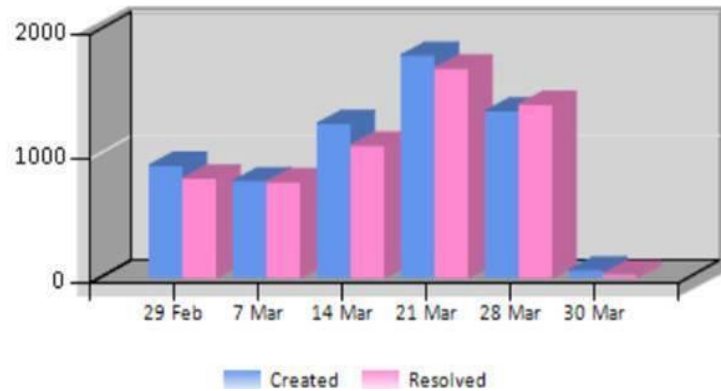
- ▶ The graph shows the individual circuits never maxed out, with utilization well less than capacity throughout the month. The busiest circuit topping off at just above 60% utilization.
- ▶ In fact utilization has dropped since the Stay Home policy has been in place.

OPEN VPN



INCIDENT TRENDS

Weekly Incident Creation/Resolution Trend for the Month



Week	Created	Resolved
29 Feb	908	804
7 Mar	782	776
14 Mar	1245	1068
21 Mar	1797	1693
28 Mar	1346	1400
30 Mar	64	30

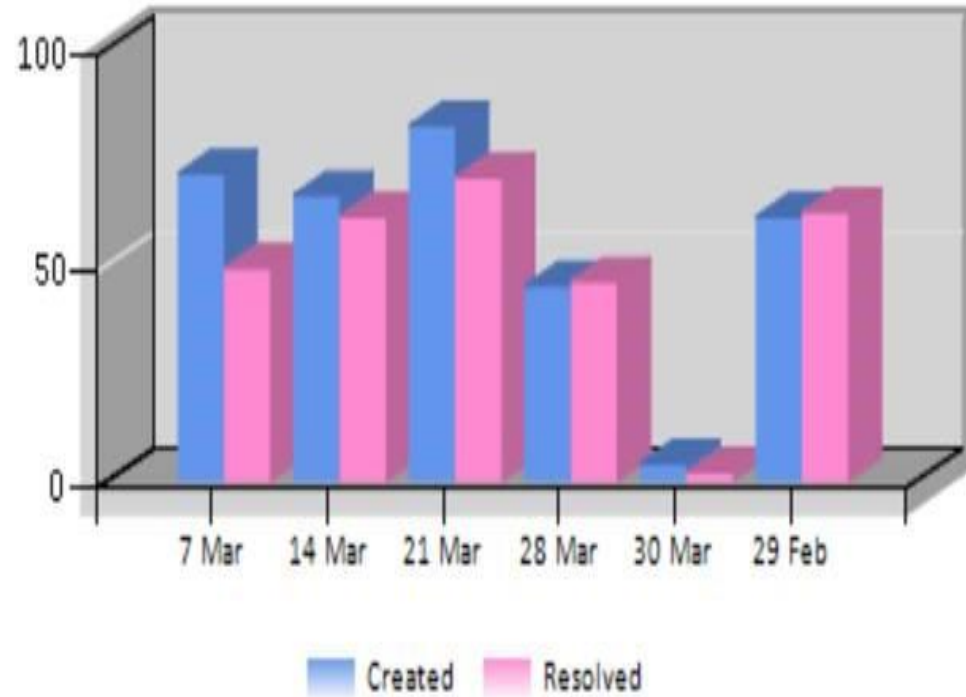
Monthly Incident Creation/Resolution Trend for the Year



Month	Created	Resolved
Apr 19	0	0
May 19	0	0
Jun 19	0	0
Jul 19	0	0
Aug 19	0	0
Sep 19	0	0
Oct 19	767	537
Nov 19	2651	2198
Dec 19	3646	3525
Jan 20	4380	4169
Feb 20	3638	3494
Mar 20	5234	4967

SERVICE REQUEST TRENDS

Weekly trend this month



Week	Created	Resolved
7 Mar	71	49
14 Mar	66	61
21 Mar	82	70
28 Mar	45	46
30 Mar	4	2
29 Feb	61	62

MICROSOFT TEAMS & SKYPE FOR BUSINESS ACTIVITY

