Agency of Digital Services

An Overview

Secretary John Quinn III

S. Institutions

January 31st, 2019

VERMONT

Agency of Digital Services – Mission & Vision

Mission

The Mission of the Agency of Digital Services is to work together with our partners in state government to deliver simple and intuitive technology solutions that improve the lives of the citizens of Vermont.

Vision

Our Vision is to make government services secure and easily accessible to all people doing business and interacting with the State of Vermont.

Agency Goals

The Agency of Digital Services will manage strategic investments in technology and manage the timing and pace of digital government enhancements. In alignment with Governor Scott's Priorities, the Agency identifies the following four goals:

- **By 2020**, ADS will improve Vermonters' experience with government interactions by increasing online interaction.
- **By 2020**, ADS will centralize the project management function across the Executive branch of State government.
- **By 2021**, ADS will increase accuracy of reporting and support creation of a comprehensive Executive Branch IT budget that focuses on cost/benefit.
- **By 2022**, ADS will reduce likelihood of unauthorized access and misuse of Vermont data by raising employee and citizen awareness of risks in cyberspace and continuously defending the state data network.

ADS High Level Organization Chart
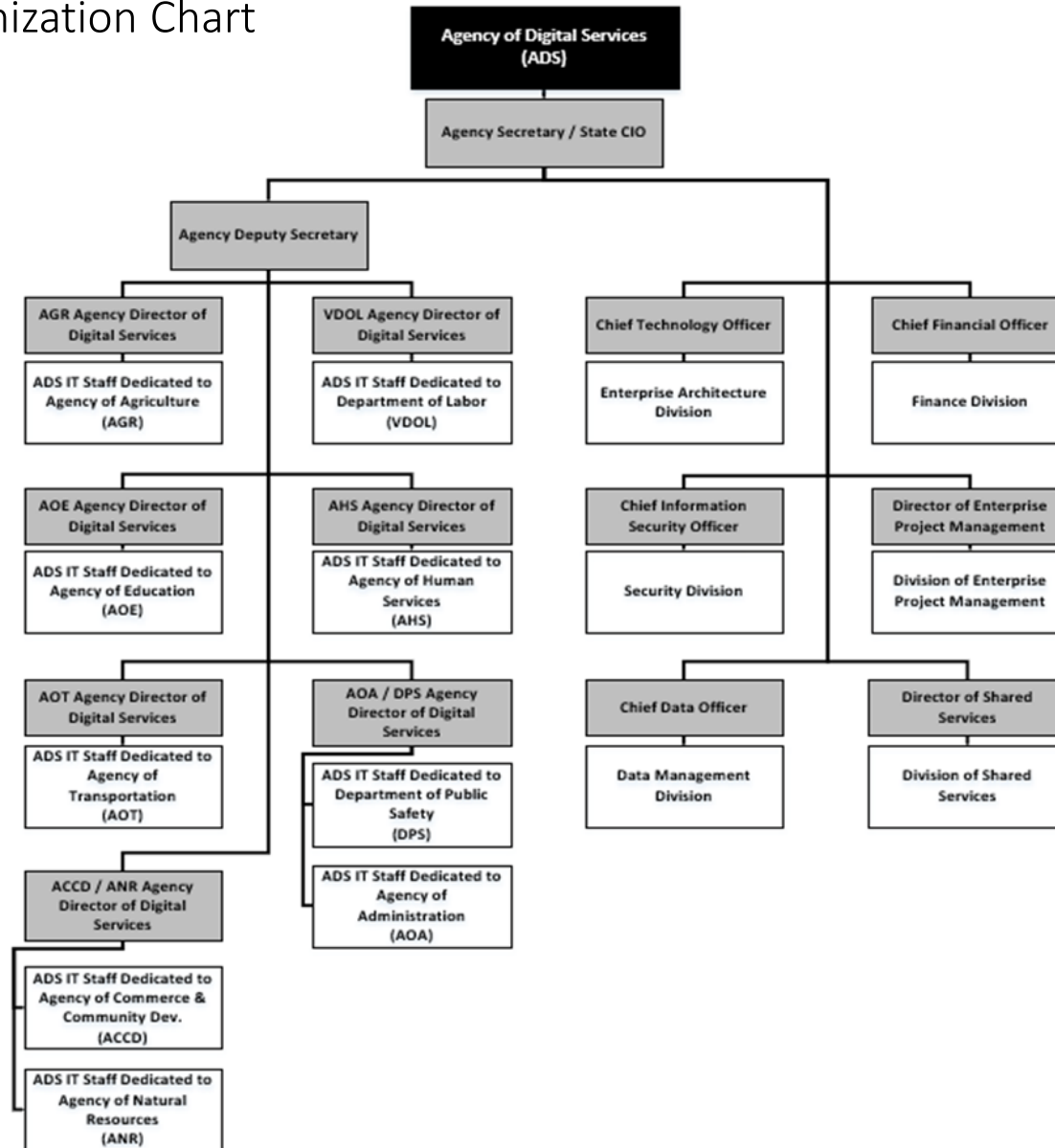
Major Services

Hosting Services

- Mainframe
- Private cloud, VMware
- Web Services
- Open Data Portal

Network & Security Services

- Manage State WAN, and LANS
- Wireless Services
- Firewall Services

Customer Support – End User Computing

- Service Desk
- Desktop Support
- Training Room/Online Training

Applications

- Central E-mail (hosted O365)
- SharePoint Online (hosted O365)
- Vermont Health Connect (Hosted-Optum)
- ERP (PeopleSoft F&M, HCR, CGI-Budget)
- Office Suite

Professional Services

- Enterprise Architecture
- Enterprise Project Management
- IT Procurement and Contracting
- Security Consulting

AGENCY OF DIGITAL SERVICES

SECRETARY JOHN QUINN DEPUTY SECRETARY SHAWN NAILOR

FY 2020

Overview

OUR SERVICES

NUMBER OF STAFF

389	TOTAL
9	DATA NETWORK
166	APPLICATION SUPPORT
12	IT FINANCE & ADMIN
23	HOSTING
41	END-USER SUPPORT
56	IT MANAGEMENT
9	IT SERVICE DESK
4	TELEPHONY AND COLLABORATION
8	SECURITY
52	PROJECT DELIVERY
10	GIS

- ■ Internal Service Funds $71,742,131
- ■ General, Special, Other $562,945

- ■ General Fund $179,238
- ■ VT Center for Geographic Info $437
- ■ Municipal & Regional Planning $383,270

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 Information Technology.

99.93% Private Cloud Availability	**1,010** Terabytes of Data	**4,281** Taking Security Taining

PROJECT MANAGEMENT

Provides project management, oversight and procurement services for Partner Agencies. Ensures IT projects aremanaged to accepted standards, proper stakeholder engagement and success.

207 # of Projects	**64%** Projects on Target	**64%** Projects New Initiatives	**36%** Maintenance Projects

AGENCY SUPPORT

Embedded ADS staff with our Partner Agencies. Provide day-to-day support of users, applications and enhancements. Ensure technology investments meet the needs of Agencies and align with IT direction.

1,463 Applications Supported	**11,167** PCs Supported	**267** Embedded Staff

SHARED SERVICES

Through economies of scale provides IT services for Partner Agencies in the areas of Email, Collaboration, Mainframe, ERP, Networking and desktop support.

99.98% Email Availability	**11,445** Microsoft Accounts Managed	**96.17%** Customer Satisfaction	**7,425** VOIP Lines Supported

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$72,305,076
TOTAL FY REQUEST

4.36M
CYBER THREATS BLOCKED

1,082,560
VIC ONLINE TRANSACTIONS

52,639
LANDESK TICKETS

$5,310,124
SAVINGS TO DATE

VERMONT

A Glimpse of Our Successes in CY2018

- A **partnership** has been established between the State of Vermont and the Norwich University Applied Research Institute (NUARI) to establish a 24/7 Security Operations Center capability.
- Additionally, we have begun collaborating with stakeholders from both the Department of Homeland Security (DHS)'s Intelligence and Analysis organization and their newly established Cybersecurity and Infrastructure Security Agency, as well as the Federal Bureau of Investigation's Cyber Task Force. In addition to these federal partnerships, ADS has collaborated with the Multi-State Information Sharing and Analysis Center (MS-ISAC) program.

- ADS successfully **outsourced the State's primary mainframe system**. This system provides mainframe processing and data capabilities to State Agencies. Mainframe operations now take place on the outsource vendor's hardware, with software licensed by the vendor, other software licensed by the state but maintained by the vendor, all operating staff and support staff being employees of the vendor and located at the vendor's facilities.

- Continually **improving communication** by updating the ADS website in order to better serve the needs of our partners.
- Bi-weekly all-agency online conferences covering news across ADS, deep dives on topics crowd-sourced from ADS staff, and highlighting division and program work.
- A monthly newsletter communicating items of interest and news, clarifying operational protocols, and messages from Leadership.

- The Procurement Advisory Team (PAT) was created to **expedite and thoroughly vet information technology (IT) procurement activity**. Project procurements are reviewed by a panel of experts including program leaders, security and system professionals, procurement and legal experts and the Chief Information Officer's (CIO's) staff. This process has reduced cycle review time for contract review and signing from months to weeks to currently nine days and has modified procurements that don't align with strategy. In CY 2018, **283 engagements** were made with the PAT team.

ADS Clean-Up Bill

Over the last year, our Agency has been identifying ways by which we can grow into a mature agency and provide the best possible service outcomes to our partners. We compiled statutory changes to bring forward to the Legislature in order to better improve how our Agency operates and supports other agencies and departments. The changes put forward to the Legislature will further identify the specific roles and responsibilities ADS fulfills. Examples of changes include:

- Identified Department of Information and Innovation (DII) statutory requirements and replaced the verbiage from DII to ADS. This will further enhance transformation and reorganization of our Agency, as well as reassign those previously under the jurisdiction of the Secretary of Administration.

- Identified the change from "information security" to "cybersecurity" as an important language revision. Cybersecurity is a top priority for our Agency.

- Adjusted language regarding the statutory requirement of independent reviews to provide clarity to the necessary components.