

# Agency of Digital Services

## 2021 Annual Report

Agency of Digital Services

3 V.S.A. § 3303

John Quinn, Secretary and State CIO

# Highlights of Our Successes in 2020

## Enterprise Architecture Divisions

- Salesforce Customer relationship Management
  - Salesforce became our primary Tool during the pandemic (test scheduling, assistance programs, PUA, grant programs etc.)
  - Internal user base grew from 70 users to more than 500 using at least one application per day.
  - 89,000 VTers have established accounts

## Cybersecurity Division

- Endpoint protection, detection, and response (EDR)
  - System detected approx. 7500 threats to our network in just 6 mos.
- Virtual Private Network (VPN)
  - Provides secure remote access
  - Recommended for users working in untrusted networks, or networks with lower levels of security than State networks

# Highlights of Our Successes in 2020

## Finance Division

- **Communications & IT Fund**
  - Reduced deficit by \$5.4 million

## Shared Services Division

- **VDOL mainframe**
  - Migration of old IBM mainframe to Blue Hill Data Services
- **Pandemic Response (Remote Work)**
  - Deployed over 1000 laptops to state employees
  - VPN endpoint for each agency and department.

# Highlights of Our Successes in 2020

## Enterprise Project Management Office

- 42 successful projects (25 Non-COVID & 17 COVID)

## DAIL Case Management System (VRCMS)

- Web-based case management system
- Replaces old data & records management systems used by Vocational Rehabilitation & Division for Blind & Visually Impaired

## Data Division

### Dashboards

- COVID dashboard & Vaccine Dashboard
  - Many states spent around \$2 million dollars to have external consultants build dashboards
  - ADS worked with Epidemiologists to build dashboards in house saving millions of dollars
  - Dashboards have been viewed by citizens more than 7.3 million times

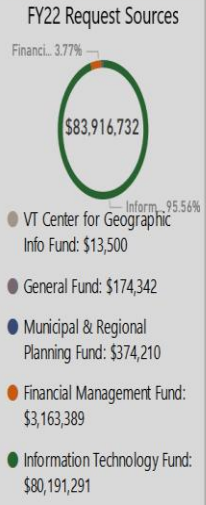
# Awards Received in 2020

Year	Award Name	Level	Entry	Category
2020	Davey Awards	Silver	New Worker Relocation Grant Program	Website: Government
2020	Davey Awards	Silver	New Worker Relocation Grant Program	Best User Experience
2020	Davey Awards	Silver	Vermont Rider Education Program	Website: Government
2020	Davey Awards	Silver	Vermont Rider Education Program	Best User Experience
2020	MarCom	Gold	New Worker Relocation Grant Program	Government Website
2020	MarCom	Honorable Mention	Let's Scrap Food Waste	Government Website
2020	W3 Awards	Gold	Vermont.gov	Website Redesign
2020	W3 Awards	Silver	Vermont.gov	Government: State
2020	Center for Digital Government Government Experience Awards	4th Place	Vermont Web Portal	Overall State Government Experience
2020	dotCOMM Awards	Gold	Vermont Rider Education Program	Government
2020	dotCOMM Awards	Honorable Mention	New Worker Relocation Grant Program	Government
2020	dotCOMM Awards	Gold	Let's Scrap Food Waste	Government
2020	AVA Digital Awards	Gold	<a href="https://vermont.gov">Vermont.gov</a>	Government Website
2020	Hermes Creative Awards	Gold	Vermont Rider Education Program	Government Website Overall
2020	Hermes Creative Awards	Gold	New Worker Relocation Grant Program	Government Website Overall
2020	Hermes Creative Awards	Honorable Mention	<a href="https://scrapfoodwaste.org">ScrapFoodWaste.org</a>	Government Website Overall

# Agency of Digital Services

Number of Staff ▼ 📄

Tower	FY21
Telephony & Collaboration	2
Data Network	8
IT Service Desk	8
Security	8
GIS	10
Finance & Administration	14
Hosting	21
End-user Support	40
IT Management	111
Application Support	167
Grand Total	389



### 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 % of IT Staff	Contract Cycle Time, Days
19.9K	1,061	2.90%	6.0

### 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.

Projects in Progress	On-Target Projects	New Initiative Projects	Maintenance Projects
86	74.7%	86%	14%

### 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.

Users Supported	Customer Satisfaction	Embedded Staff	Applications Supported
15.7K	B+	180	1.2K

### 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
11.1K	100.0%	90.4%	31.4K

**\$83,916,732**  
Total FY22 Request

Thwarted Cyber Threats  
**2.1M**

VIC Online Transactions  
**126.9K**

Public-Facing Services  
**247**

Savings To Date  
**\$17,238,759**



## Agency Performance Metrics & Costs Saved / Avoided

- ▶ \$7.4 million in costs saved / avoided
- ▶ Independent Reviews [www.epmo.vermont.gov](http://www.epmo.vermont.gov)
- ▶ IT Projects over \$500,000 [Information Technology Activity Report](#)
- ▶ Financial Report of Revenues & Expenditures
- ▶ ADS [Dashboard](#)

# Goal 1: IT Modernization

## Key Success Indicators

- 1) A 10% reduction in the number of applications older than 10 years.
  - 198 applications (2019) -> 177 applications (2020) = 10.61% reduction
- 2) ***Replacement of 30 legacy applications with State-preferred enterprise platforms.***
  - 29 moved to modern Web applications, plus 24 Salesforce Applications, plus 3 environments moved to Hyland Onbase (enterprise document management platform)
  - Many Salesforce, Onbase, Mulesoft, SaaS ERP projects in the 2021 pipeline
- 3) Automation of 15 public-facing processes with next generation technology and improved delivery time.
  - 24 applications in 7 months on the Salesforce platform, many more including DLL Licensing, AOT ePermitting and others in 2021 pipeline
- 4) A 15 % reduction of our on-premises infrastructure
  - 1700 Servers Total - In 2020, Judiciary, ADS, AOT and AOE moved > 300 servers to Azure Cloud. 2021 - AHS to move 250 more to Cloud.
- 5) A consolidate/eliminate three remaining data centers.
  - 2020 Closed 312 Hurricane Lane; 2021 - AOT Dill Data Center, ADS National Life Data Center and VDOL data center all underway

# Goal 2: Vermonter Experience

## Key Success Indicators

- 1) 10% annual increase over 2017 baseline of online transactions for licensing, registrations, and customer service.
  - 2020 saw 550% increase over 2017 (1.06m vs 5.8m transactions) with huge upswing for DMV express and DMV online and driver's license renewals
- 2) ***95% of our online services interactive and responsive by end of 2021.***
  - We're above 90% responsive today, including all agency and department portals, many remainders in the permitting/licensing realm will be addressed this year (such as Liquor permitting, Educator licensing and the possible move to Salesforce for the DCF Child Development Division application)
- 3) Building a closer online relationship with Vermonters, including single sign-on capability, via a relaunch of MyVermont.gov accounts.
  - 2020 we launched the MyVermont.gov single sign-on platform for Vermonters. We have 20k Vermonters using this platform tied to Vermont Health Connect. 2021 we will integrate with Salesforce where we hold more than 100k Vermonter accounts as the authentication platform for all new Vermonter authentications needs going forward.



# Goal 3: Cybersecurity

## Key Success Indicators

- 1) 100% of Executive branch employees complete basic security training by the end of 2021:
  - Currently at 68% of employees completed
- 2) Track and report the number of intrusions thwarted per month.
  - 303,770 average monthly intrusions thwarted
  - 3,645,234 total for 2020
- 3) A minimum of 5% of IT budget dollars invested in security initiatives by FY 2022
  - 4.66% currently invested in security initiatives
- 4) Implement the approved recommendations of the Governor's Cybersecurity Advisory Team by the end of 2022
  - Was put on hold due to the pandemic.
  - Re-engaging this initiative with the hire of the DCISO

# Goal 4: IT Budget Reporting

## Key Success Indicators

- 1) Vision Chart of Accounts can accurately code IT expenses by 2022.
  - Technology Modernization Fund will allow our finance division to accurately code IT expenses
- 2) 100% of IT dollars accurately categorized by 2021.
  - EPMO will create project tracking via task profiles in VTHR and project codes in VISION
- 3) 100% of Agencies and Departments have categorized IT spend by 2021.
  - ADS communicated appropriate coding and categorization to departments for the FY21 budget build.

# Recent Accomplishments

## Goal 1 - IT Modernization

- AOE Enterprise Data Environment
- Next Gen 911
- Mobile Workforce Enablement

## Goal 2 - Vermonter Experience

- ADS worked with the Vermont Dept of Labor to build the Pandemic Unemployment Assistance
- ADS worked with sponsoring agencies to build more than a dozen online CRF grant programs
- Implemented a mobile and web-based Vermont Health Connect solution for Vermonters to submit verification documentation

## Goal 3 - Cyber Security

- Implemented an enterprise-wide endpoint detection
- Secured a new cybersecurity awareness training program

## Goal 4 - IT Budget Reporting

- Reduced CIT budget deficit
- ADS led an implementation of Salesforce to support AOT contracting which will yield a 50% gain in business efficiency and result in a \$3.3M cost avoidance over 5 years

# Technology Modernization Fund

## Project List

1. \$15,000,000 for the first phase of the DMV IT system
2. \$1,075,000 for the second phase of the DEC permit navigator
3. \$500,000 to NRB for phase 2 of the Act 250 online application and database project.
4. \$12,750,000 for a Human Capital Management ERP upgrade
5. \$4,500,000 for Bright futures information system replacement
6. \$2,000,000 for VDOL financial account and reporting system
7. \$3,500,000 to VDOL for UI modernization
8. \$1,000,000 to VDOL Joblink replacement
9. \$1,500,000 to ADS cybersecurity - Core infrastructure replacement and router replacements for public safety connections to the municipalities
10. \$1,000,000 to ACCD for Salesforce grant management system
11. \$9,500,000 to AHS Integrated Eligibility project
12. \$430,000 to States Attorneys for case management system