



# AGENCY OF DIGITAL SERVICES

John Quinn, Secretary and State CIO

Agency Of Digital Services

January 8, 2021

# Creation of the Agency of Digital Services

## Creation

**January 15, 2017 Governor Phil Scott issues an executive order creating the Agency of Digital Services.**

- Formerly the Department of Information and Innovation (DII)
- Chief Information Officer (CIO) elevated to a cabinet level position

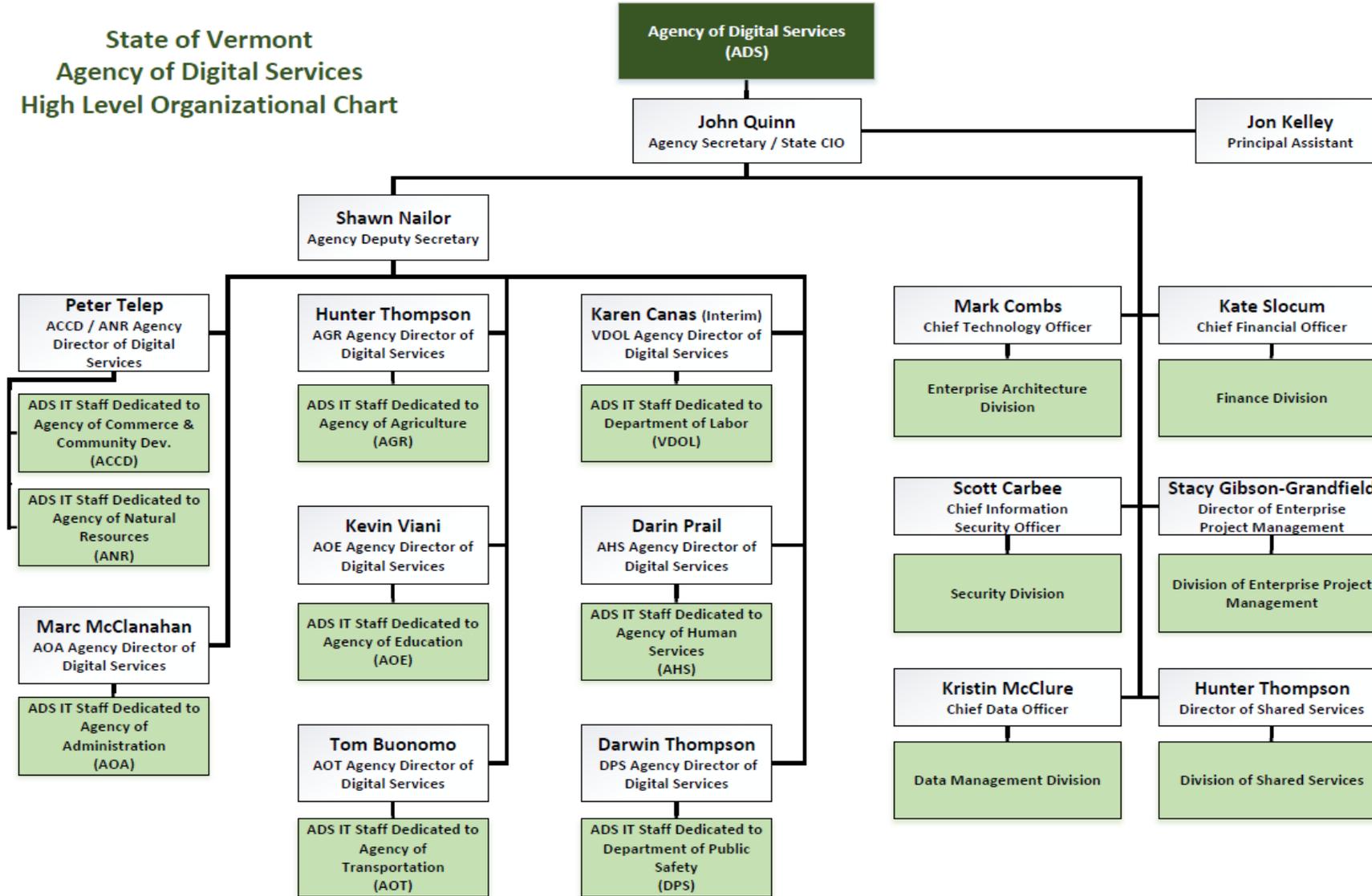
### **Mission**

- 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.

State of Vermont  
 Agency of Digital Services  
 High Level Organizational Chart



# Agency of Digital Services

## Agency Support

- Agency dedicated teams have stayed assigned to their respective agency
- Allows for agency specific support
- Leverages business knowledge of the IT team
- Maintains trusted relationships between ADS staff and the business partner
- Ensures ADS has a 'seat at the table' with Agency leadership teams

# Agency of Digital Services

## Central Support

- Common enterprise functions provided by the Shared Services Division Allows for agency specific support
- Includes functions like Networking, Desktop, Helpdesk, Enterprise Application Support, Telecom
- Provides consistency for key platforms like Microsoft Office 365
- Allows Agency assigned staff to focus on unique needs of agencies
- Standardizes infrastructure like network and desktop hardware for safe, secure and reliable operations

# Budgeting

## IT Budgeting and Purchasing

- The Agency of Digital Services, Division of Finance and Administration coordinates the development of the Agency's budget to ensure that divisional programs reflect the Governor's priorities and follow legislative requirements. The division manages \$80 million within an internal services fund referred to as the Communications and Information Technology Fund, CIT, as well as associated special funds. Unlike most other agencies in State government, ADS does not receive a direct appropriation of funds for 99% of their operational costs, but instead must operate similar to a business by recouping all expended costs through a dedicated ISF. This is done through a complex rate system applied via five lines of business.
- The Fiscal Division also coordinates all IT contracting and purchasing for all the executive branch and parts of the Judicial Branch. The purpose of this function is two-fold in that it allows for uniformity of product and services across the enterprise as well as providing a stronger purchasing power for the state as a whole translating into cost avoidance and savings to the taxpayer.
- [Demystifying Internal Service Funds](#)

# Security Division

## Recent Cybersecurity issues

- **UVMCC incident**
  - The Agency of Digital Services responded to UVM request for assistance
  - ADS participated in an advisory capacity through the early phases of the response until recovery began
  - Physical assistance offer made but was not needed by UVM
- **SolarWinds Compromise**
  - Supply chain attack that altered code at the vendor level
  - VT did have the affected code in our server
  - VT used Federal and vendor guidance to formulate our response
  - No evidence of compromise found or detected in State systems

## Cybersecurity Improvements

- ▶ Consolidated and coordinated operations that allow technicians to detect and respond to events from disparate sources
- ▶ Stronger protection from directed attacks from the Internet - over 16M attempts over the last three years
- ▶ Upgrades in endpoint security - allowed ADS to detect, contain, and eradicate a ransomware attack with minimal loss of services and no loss of data
- ▶ Increased awareness for employees allowing them to be part of our defense
- ▶ Expanded vulnerability testing to cover all servers

# CARES Act Funding

- ▶ System-wide cybersecurity risk assessment and continuous risk management system - \$1.75M
- ▶ Directly supports ADS mission to provide secure and operational systems to our remote employees due to Covid-19
- ▶ Assess cyber risk across multiple domains like
  - ▶ Hardware and software risk
  - ▶ Network connectivity risk
  - ▶ Governance and Policy risk
  - ▶ Data security risk
- ▶ Procure and implement a risk management system (GRC) to track, score, and analyze risk
- ▶ Goal is to have continuous cybersecurity risk management