

# Agency of Digital Services Status Update

Joint Information Technology Oversight Committee

Denise Reilly-Hughes, Secretary & CIO

October 20, 2023



# Introduction

- Denise Reilly-Hughes
- ADS Deputy Secretary, January '23 – Sept '23
- Appointed ADS Secretary & CIO by Governor Scott; September 14<sup>th</sup>, 2023
- 20+ years of experience in the private sector; background includes licensing contracts, technology strategy, customer success, and executive leadership.



# What's Happening?



FLOOD IMPACT



CYBERSECURITY  
ADVISORY COUNCIL



WEBSITE OUTAGES  
(APRIL, JUNE)



THE FUTURE OF ADS



# Artificial Intelligence Division

- **Goal:** Safe, thoughtful, responsible application of AI to make human work more effective and meaningful
- **Focus:** Power tools for information workers doing specific tasks. Reduce the mundane.
- **2023:** Largely focused on policy work
  - Enabling adoption through governance
  - AI Inventory updates each January
- **2024:** Skilling up + Resourcing to work on larger implementations



Vermont's AI Director presents with Montana's CIO on Generative AI to a standing room only crowd of State leaders and vendors at NASCIO. Photo courtesy of State Scoop.



# 2023 AI Division Accomplishments

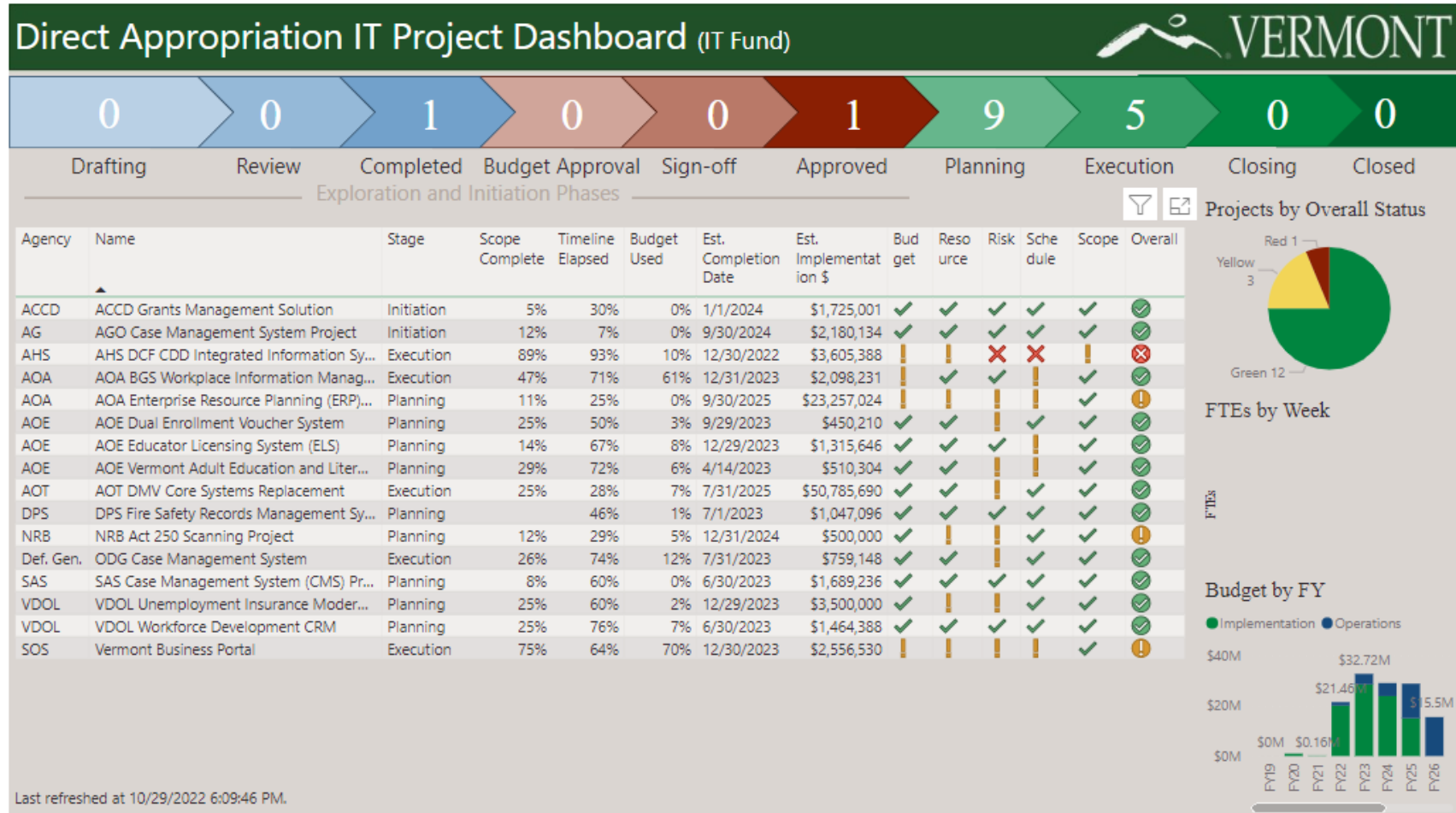
- State AI Inventory
- AI Code of Ethics
- 5 internal research pilots on AI use cases
- Built the first public-facing AI tool that allowed towns to search state contracts for purchases to support flood recovery
- Hosted AI training days for state employees including appropriate, safe use of ChatGPT
- Started a multi-state AI government policy working group
- 20+ other states have connected with the AI Director about following VT's model

AI Inventory and Code of Ethics can be found Here:

<https://digitalservices.vermont.gov/ai>



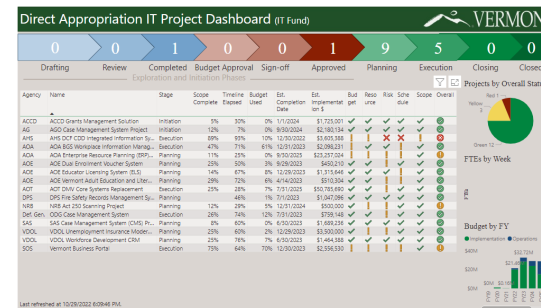
# IT Modernization Dashboard



# Project Dashboard

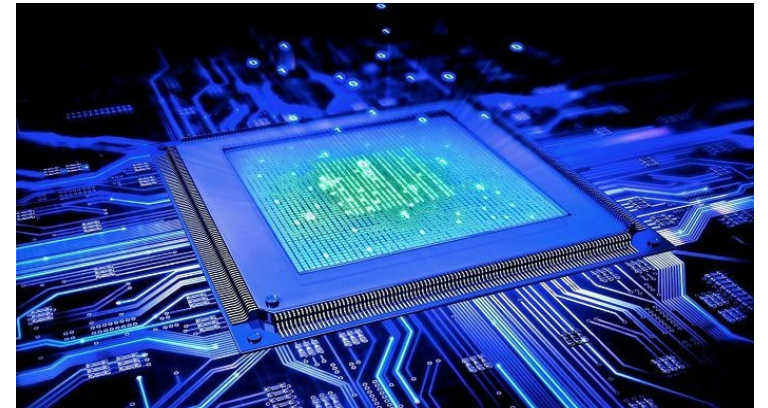
These projects can be viewed on the Enterprise Project Management Office's website at the following link:

<https://digitalservices.vermont.gov/epmo/reports-metrics/project-dashboards>



# VDOL Unemployment Insurance Modernization Project

- Contract negotiations are underway with selected vendor
- Discussions ongoing with the VDOL, ADS, and the vendor regarding onsite workspace requirements. The project team is to be co-located on-site in Montpelier for the duration of project delivery.
- Independent Review Report signed 10/9/2023





# AOA Enterprise Resource Planning (ERP)

- Contract negotiations are ongoing with a system integrator for HCM, Budget and Finance
- Working with sponsors and state teams on implementation timelines
- Conducting resource planning activities
- Independent Review scope of work is pending.



# AOT DMV Core Systems Replacement Project (VT Trips)

- Phase 1 Go-Live 11/13/23:
  - Vehicle Services
    - vehicle titling, registration, and renewals;
    - impound records;
    - dealer licensing & regulation;
    - plate, decal, temporary, single-use permit inventory management, and Point of Sale.
- Phase Two (follows in 2 years):
  - Driver Services.
    - issue & maintain driver's licenses & other identification;
    - support fraud detection, investigation, hearings, scheduling, management, financial responsibility, admin & reporting of driver restrictions, convictions, and other info related to driver improvement & control.



# Network & Security Modernization

Connecting State Employees, Anytime, Anywhere: Revolutionizing State Network Accessibility

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**Accessible by ALL** (per Hybrid Workforce and Cloud Adoption)

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**Secure and Protected**

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**Software Defined** (rather than building-centric) to support cloud.

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**Prioritize Access for Critical workloads** (imparting pandemic/flood lessons)

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**Equitable Agency and Public Access**

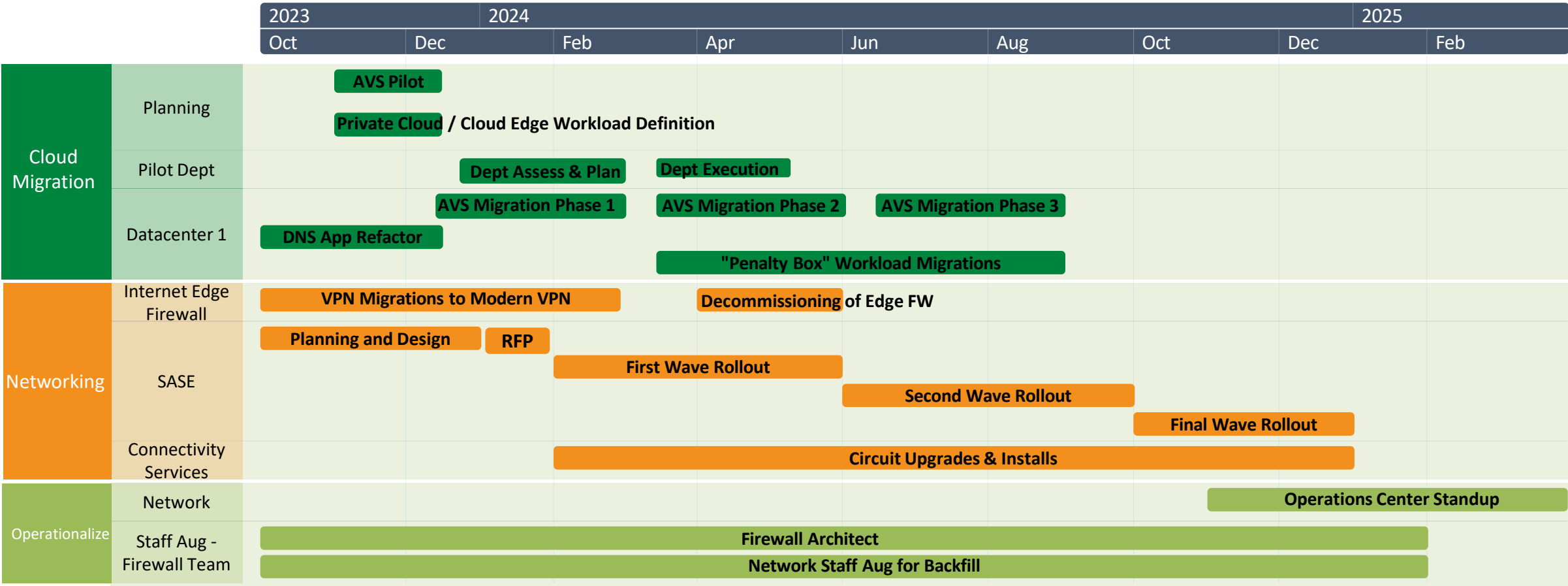
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**High performing** (many sites currently have less capacity than home users)

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**Build for modern technologies** (Wireless LANs as primary)





**Budgetary Costs**

Hardware & Software - \$8.2 million

Professional Services and Maintenance - \$1.6 million

Project Support Costs - \$2.5 million

Subtotal - \$12.3M

Use Allocation funding for 2 years on lifecycle replacements for remainder - \$2.34M

Net - \$9.96M



# IT Modernization Fund

Description	Budget	FY24 Encumbered	Project to Date Spend	Remaining Funds
AOA ERP - Budget & Finance	11,800,000.00	-	-	11,800,000.00
BGS - WIMS	1,800,000.00	245,319.49	353,406.07	1,446,593.93
DPS - Fire Safety Modernization	960,000.00	-	54,412.00	905,588.00
AGO CMS	2,200,000.00	-	31,174.00	2,168,826.00
DMV IT MODERN - Phase 2	20,250,000.00	-	-	20,250,000.00
ADS VDOL UI IT Modernization	3,000,000.00	-	-	3,000,000.00
ADS-Network & Security	10,000,000.00	-	-	10,000,000.00
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	<b>50,010,000.00</b>	<b>245,319.49</b>	<b>438,992.07</b>	<b>49,571,007.93</b>

