

Joint Information Technology Oversight Committee

Overview & Updates from the Office of Legislative IT

Presented by: Kevin Moore, Director

October 20, 2023



Our Mission

The Office of Legislative Information Technology is a collaborative team charged with providing non-partisan technology design, support, and maintenance for the Vermont General Assembly. The office is overseen by the Joint Legislative Management Committee and is advised by the Joint Information Technology Oversight Committee.

Our Mission (cont.)

Design

We create technical solutions to improve our client's overall work.

Integration

We are constantly working on new technologies, as well as improvements to existing systems.

Support

Provide high quality customer support to all who enter the State House.

Maintenance

We are responsible for the maintenance for the entire information system.

Non-Partisan

We provide equal support to everyone.

Multiple "Hats"

We're a small team. We require our team members to "wear many hats", while also being a SME in their primary role.

Your Legislative IT Team



Kevin Moore



Duncan Goss



Shawn Allen



Ryan Torres



Shadi Battah



Delia Gillen



Tony Morse



Adam Wood



S/O User Support
Specialist

Ongoing IT Concerns

- Secure Access to Resources for Legislators & Staff
- Resiliency of Information Systems
- Continuity of Data Operations
- Resiliency of IT Spaces

Legislative IT's Priorities

- Increased Focus on Improving AV Capacity & Flexibility
- Digitize remaining analog work processes to best support remote operations
- Continue Security Posture Improvements
 - MFA for all Legislators
 - Expanded Security Awareness Training
 - 3rd Party Security Posture Review
 - Internet Edge FW Upgrades
- Replace Aging Document Management System
- Next Generation General Assembly Website
- Expanding IT Training Opportunities & Resources
- Support Emergency System Modernization Efforts

Ongoing Initiatives/Projects

- Networking
 - Core Switch Upgrades – Cisco to HPE
 - Forklift Wi-Fi Replacement Project
- Document Management Replacement Project:
 - Led by General Assembly Staff Steering Committee
- Web Development
 - Next-Generation General Assembly Website
 - Led by General Assembly Staff Steering Committee
 - Next-Generation Intranet Site
 - Expansion of SharePoint Websites
- Training & Education
 - Significant expansion of on demand training materials (SharePoint Site)
 - Routine cyber security awareness training, phishing simulations, etc.
- Migration to VoIP Telephone System (~ 40% Annual Savings)
- Safety & Security
 - Capitol Police Security Camera Project

The Flood of '23

(The good news...)

- (Almost) all services remained online, without interruption.
 - Public facing websites were taken offline for over a day due to a major route point losing power in 133 State Street. IT rerouted traffic and services were fully restored.
- Legislative Staff were able to telecommute without skipping a beat.
- Leg. IT offered BGS IT support for their initial emergency operations center in the State House Cafeteria. Leg. IT ensured BGS had the connectivity they needed to support their emergency operations.
- Leg. IT, via the Capitol Police Department, provided significant emergency support to Montpelier and Barre City Police Departments, as Central Vermont's Emergency Dispatch Operations were severely impacted by the flooding.
- The General Assembly remained operational and ready to support the Legislature.

The Flood of '23

The bad news...

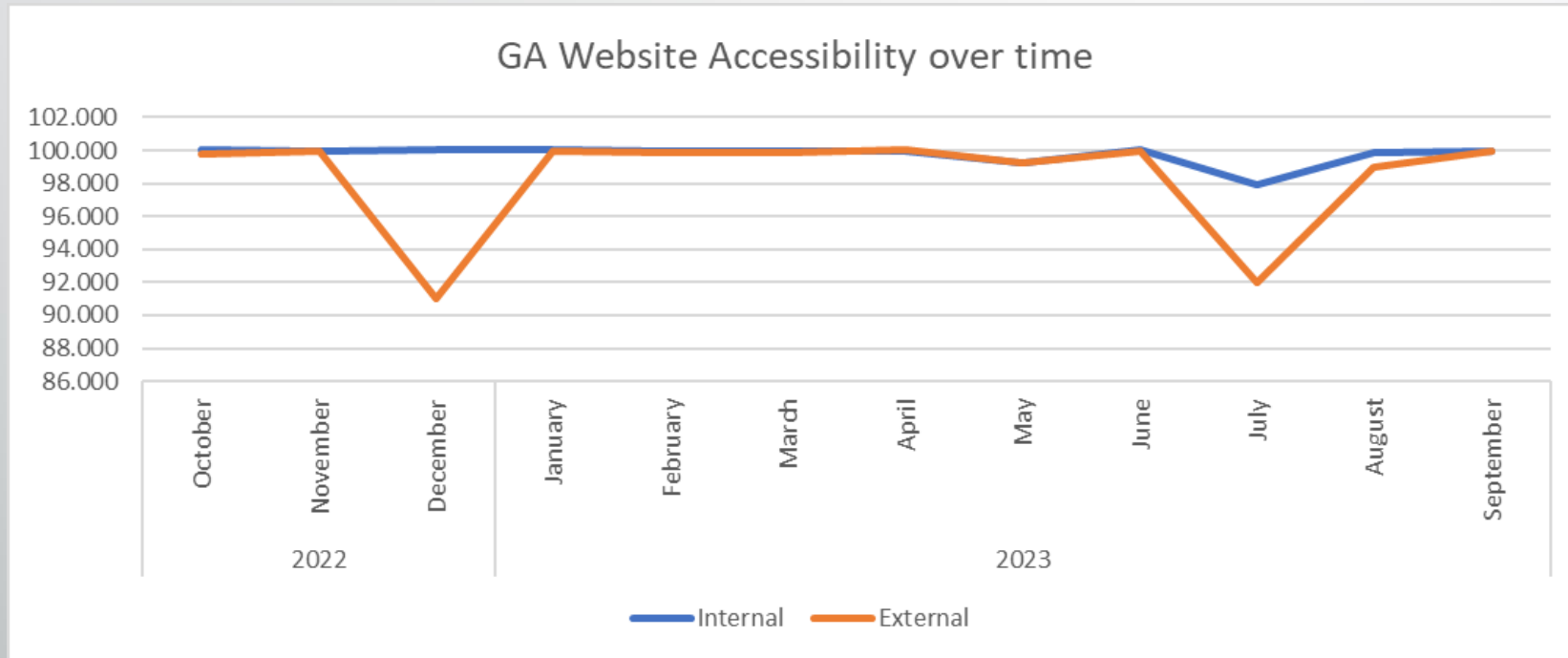
- When news of the impending flood was made clear IT staff and Sergeant At Arms staff moved equipment above the 1992 flood level. It wasn't enough.
- Primary IT storage room was in 133 State Street's basement. We lost a significant amount of our backstock and spare equipment.
- Sole, dedicated, training space was also in 133 State Street's basement. It was a total loss.
- The basement was simply overcome with flood water.

The Flood of '23

The recovery...

- Leg. IT immediately got to work with BGS and disaster recovery professionals to remove, inventory, and properly dispose of damaged IT assets. This was a multi-day effort.
- Leg. IT worked to reconcile the flood list with our internal inventories to ensure we had all the necessary information to submit a detailed insurance claim via the Office of Risk Management. This work is ongoing.
- Leg. IT, with support of the Sergeant at Arms office, has identified alternate, above grade, spaces to replace both the training space, as well as the storage room. This work is ongoing.

GA Website Uptime/Outages



		Internal	External
2022	October	99.999	99.818
	November	99.996	99.978
	December	99.999	91.000
2023	January	100.000	99.994
	February	99.996	99.871
	March	99.990	99.889
	April	99.996	99.997
	May	99.234	99.205
	June	100.000	99.972
	July	97.958	92.000
	August	99.896	98.964
	September	99.990	99.962

Collaboration with State IT Partners

- The IT leaders of all three branches, along with key staff members, meet routinely to discuss a variety of issues. Topics range to include ongoing challenges, opportunities for collaboration, cyber security concerns/initiatives, etc.
- Meeting hosts & meeting locations rotate, which allows us a bit of insight into the various operational environments.



Questions?