

# Agency of Digital Services Overview

House Committee on Commerce & Economic Development

Andrea DeLaBruere, Deputy Secretary

February 6, 2025

[digitalservices.vermont.gov](https://digitalservices.vermont.gov)



# Agency of Digital Services



- Created by [Executive Order 06-17](#) in January 2017 by Gov. Phil Scott. Confirmed April 2017 ([3 V.S.A. § 3301](#))
  - Provide services for all activities directly related to information technology and cybersecurity, including telecommunications services, information technology equipment, software, accessibility, networks in State government, and the sharing of data and information within State government.
  - Develop IT and Cybersecurity policies for State Government



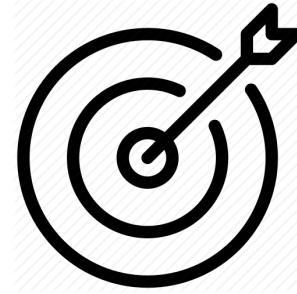


# ADS Mission & Vision

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



# Areas of Focus



**User Experience:** Our commitment to elevating user experiences across the board lies at the forefront of our priorities. Whether residents interact with our services, state employees navigate our systems, or our own ADS team members engage in their daily tasks, our focus on user-centricity aims to create a seamless, efficient, and gratifying experience for all.



**Standards:** In our pursuit of excellence, ADS is resolute in establishing robust standards, policies, and processes to guide our operations. These benchmarks will not only serve as a foundation for the reliability and consistency of our services but will also uphold the principles that define our organization's ethos.



**Simplifying and Reducing Complexity:** The optimization of technology is central to our strategy. By streamlining our technological infrastructure, we are dedicated to simplifying processes and reducing complexity. This endeavor is not just a technological transformation but a commitment to making our systems user-friendly, efficient, and aligned with the evolving needs of our stakeholders.

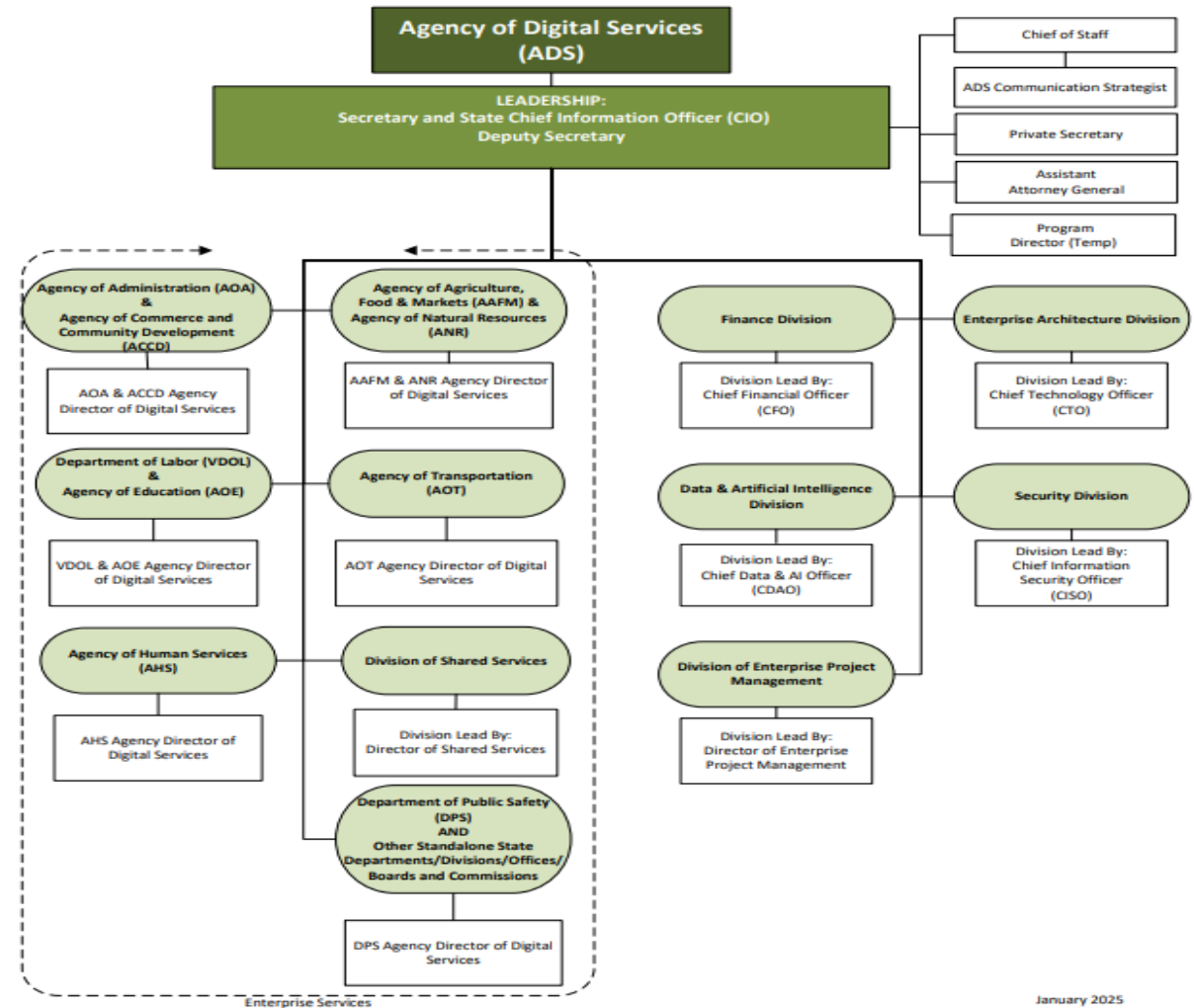


**Predictability:** A cornerstone of our vision is the assurance of a seamless, predictable experience for our customers.



# ADS is Organized into 6 Divisions

- **Security Division**
  - led by the Chief Information Security Officer (CISO)
- **Enterprise Architecture Division**
  - led by the Chief Technology Officer (CTO)
- **Data Management & Artificial Intelligence Division**
  - led by the Chief Data & AI Officer (CDAO)
- **Finance Division**
  - led by the Chief Financial Officer (CFO)
- **Enterprise Project Management Office**
  - led by the Director of Enterprise Project Management (EPMO)
- **Enterprise Services Division**
  - Shared Services (Director of Shared Services)
  - 6 IT Directors embedded within Partner Agency organizations, each responsible for the day-to-day management of partner IT projects and initiatives



January 2025



# ADS Technology Services

- Agency Application Support & Development
- Contractor and Partner Services
- Data Analytics and AI
- Data Governance
- Datacenter Management
- Desktop and Helpdesk Support
- Enhanced Security Services
- Extended IT Support
- Finance and Contracts Management
- Identity Access Management
- Inventory & Asset Management
- IT Baseline Standards
- IT Project Management
- Legacy System & Business Process Support
- Line of Business IT Support
- Network Connectivity
- Security and Compliance Audit Support
- Security Foundations
- System & App Maintenance
- Technical Debt Management
- Telephony (analog and VOIP)
- User Productivity Suite
- VCGI and GIS Open Data
- Web Services



# ADS Council's & Boards

## Artificial Intelligence Advisory Council ([Act 132](#) of 2022)

- Review all aspects of artificial intelligence systems developed, employed, or procured in State government.

## Cybersecurity Advisory Council ([Act 71](#) of 2023)

- To advise on the State's cybersecurity infrastructure, best practices, communications protocols, standards, training, and safeguards.

## The Vermont Web Portal Board ([22 V.S.A. § 953](#))

- Oversee the development of a self-funded web portal and establish charges for the services it provides.



# Current Modernization Projects

## Enterprise Resource Planning (ERP)

- ERP is the foundation of State Government operations that integrate business functions, such as; human resources, payroll, and Finance

## DMV Core System Modernization (VT TRIPS)

- Replacement of 40+ year-old mainframe
- Driver Services, and Vehicle Services (Completed in 2024)

## Unemployment Insurance Modernization

- Replacement of 50+ year-old Mainframe
- UI Benefits, and Tax system

## State Network Modernization

- Replacement of legacy network with modern software-defined access.





# IT Modernization Fund



- Created during the 2022 Legislative session as part of Act 185 ([Sec. E.105.1 3 V.S.A. § 3305](#))
  - Used to purchase, implement, and upgrade technology platforms, systems, and cybersecurity services used by State agencies and departments to carry out their statutory functions.
- Current Projects
  - Enterprise Resource Planning (ERP)
  - Workplace Information Management System (WIMS)
  - Fire Safety Modernization
  - AGO Case Management System
  - DMV Core System Modernization
  - Unemployment Insurance Modernization
  - State Network Modernization



# SOS Business Portal

House Committee on Commerce & Economic Development

Shawn Nailor, Special Programs Director

February 6, 2025

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# Vermont Business Portal Update

- The project was rebooted in the Fall of 2024 and the scope was updated to build a Business Navigator (checklist) for starting a business in Vermont.
  - The Business Navigator will provide the business owner with a checklist of items to complete at the end of the workflow.
  - The checklist will include a list of State and Local resources for the business owner.
- Requirements for the first phase of the Business Navigator were gathered by an ADS Business Analyst.
  - Business partners included: Secretary of State, Department of Tax, Department of Labor, and the Agency of Commerce and Community Development.



# Vermont Business Portal Update

- The Business Navigator is being developed by ADS staff as part of the Constituent Engagement approach.
- The project team is currently working on finalizing the website design and navigator workflow.
  - Test cases for the product are currently being developed and testing will begin by March 1, 2025.
- The project is on track to launch the first phase by June 30, 2025.




# Vermont Business Portal Path Forward

- The plan for future phases is to include industry specific requirements for business owners to complete.
  - For example: The checklist that is sent to the business owner at the end of the workflow will include items related specifically to their business industry ( i.e. Restaurant, Health care, and more).

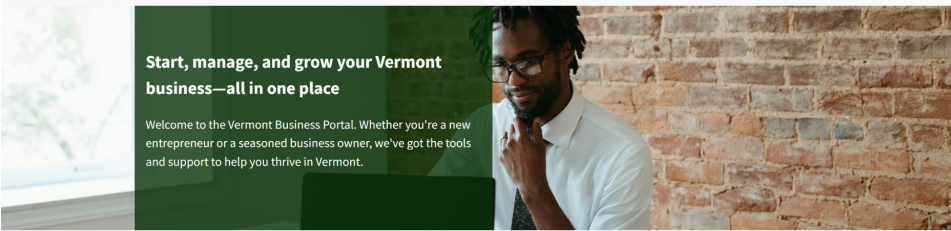


# Vermont Business Portal – System Screenshot

An Official Vermont Government Website 

State of Vermont  
**Vermont Business Portal**

[Home](#) [Start a business](#) [Manage & grow](#) [Contact us](#)



**Start, manage, and grow your Vermont business—all in one place**


Welcome to the Vermont Business Portal. Whether you're a new entrepreneur or a seasoned business owner, we've got the tools and support to help you thrive in Vermont.

**Shortcut to success**


This portal brings together everything you need to start, manage, and grow your business in Vermont.

Whether it's finding paperwork, funding, or accessing support, we make it easy to get things done quickly.


[Start your New Business Checklist](#)




**CONTACT US**  
We're here to help with questions or feedback you have about the Vermont Business Portal.



**START YOUR BUSINESS!**  
Find all you need to launch your business today.




**MANAGE OR GROW YOUR BUSINESS**  
Access licenses, permits, tax filing tools, and expansion resources.



**FUNDING AND FINANCING**  
Discover funding options like grants, loans, and tax incentives.

[Step-by-step: New business checklist](#)



**Step-by-step: New business checklist**


Once you create a login, you can use our business checklist to stay organized and never miss a crucial step.

It helps you track your progress, manage important forms, and ensure you're meeting all your business needs in one place.

[Get started](#)



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## Create your New Business Checklist

### Checklist to start a new business

Take the guesswork out of starting a new business in Vermont.

**In about ten minutes, you'll receive a customized checklist that breaks down every step, helping you navigate the process with ease.**



**Please Note:** Answer the checklist questions the best that you can. Your answers aren't permanent you can adjust anytime!

**Email Address**

**What will you name your business?**

**What type of business are you starting?**

**1 Choose a name with confidence**

Picking a business name is an exciting step, but there are a few rules to follow. Make sure your name is unique, clear, and meets Vermont's guidelines.

[Business Name Rules & Availability](#)

[Assumed Business Name](#)

**NOTE:** Business Name finalized AFTER Secretary of State approval

**1 What is a NAICS code AND why is it relevant to my business?**

[NAICS Code Table](#)

The NAICS code is a standard system for classifying businesses based on their purpose and activities. For most types of business organizations, the Secretary of State will ask you to identify the purpose of your business by selecting one or more NAICS codes that correlate to the business activities you conduct. Additionally, based on the NAICS code(s) you select, we may be able to provide additional guidance on regulatory or permitting requirements that may apply to your business, or offer additional information about grants, loans, or technical assistance that may be available.

