Agency of Digital Services Overview

House Committee on Commerce & Economic Development

Andrea DeLaBruere, Deputy Secretary

February 6, 2025

digitalservices.vermont.gov

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AGENCY OF DIGITAL SERVICES

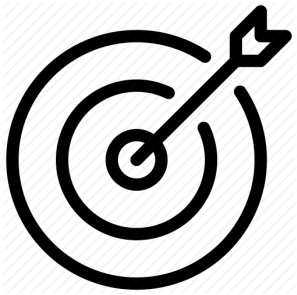
Agency of Digital Services

- 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.

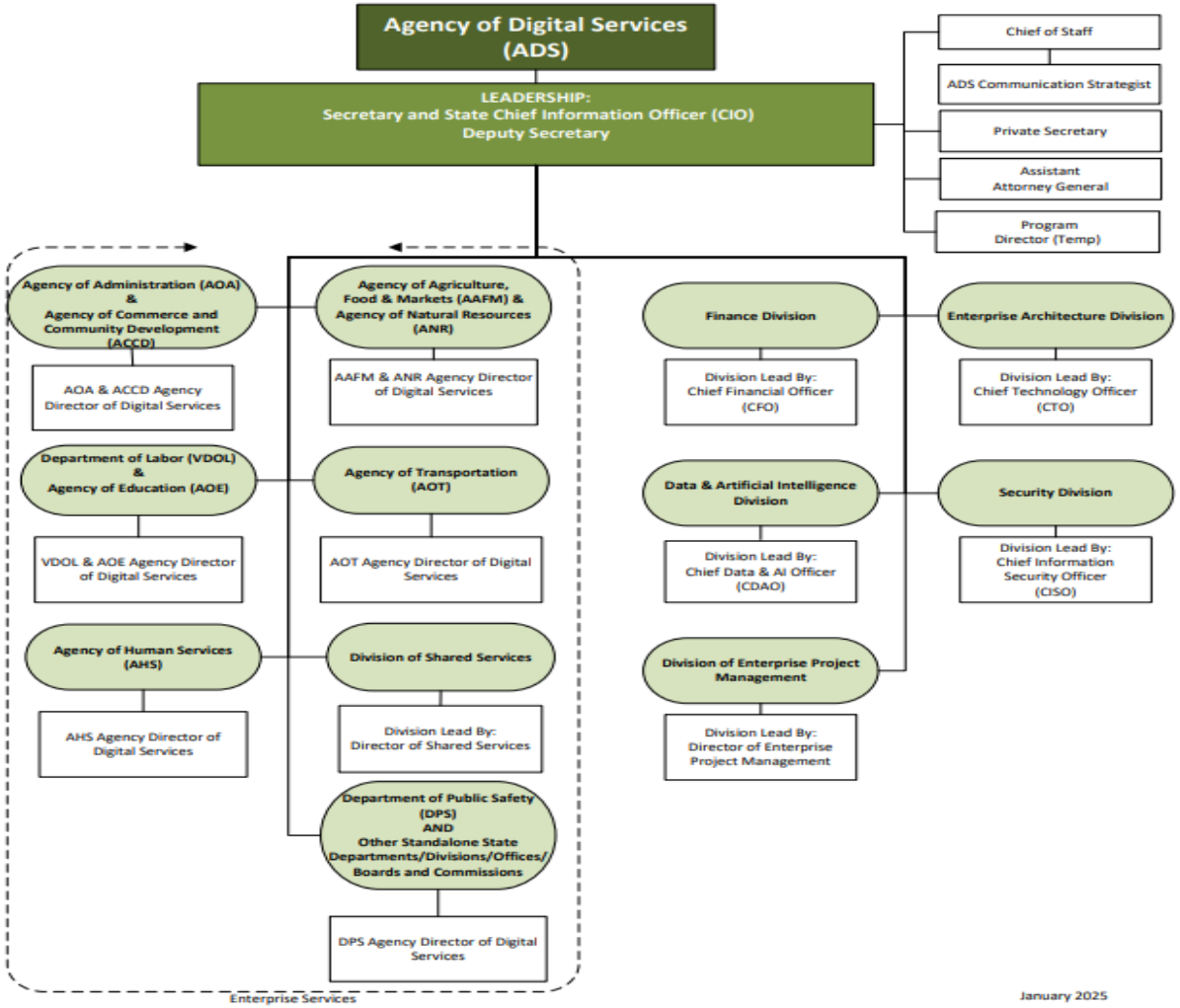
Standards: In our pursuit of excellence, ADS is resolute in establishing robust standards, policies, and processes to guide our operations. These benchmarks will not only serve as a foundation for the reliability and consistency of our services but will also uphold the principles that define our organization's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



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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

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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.

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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.

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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).

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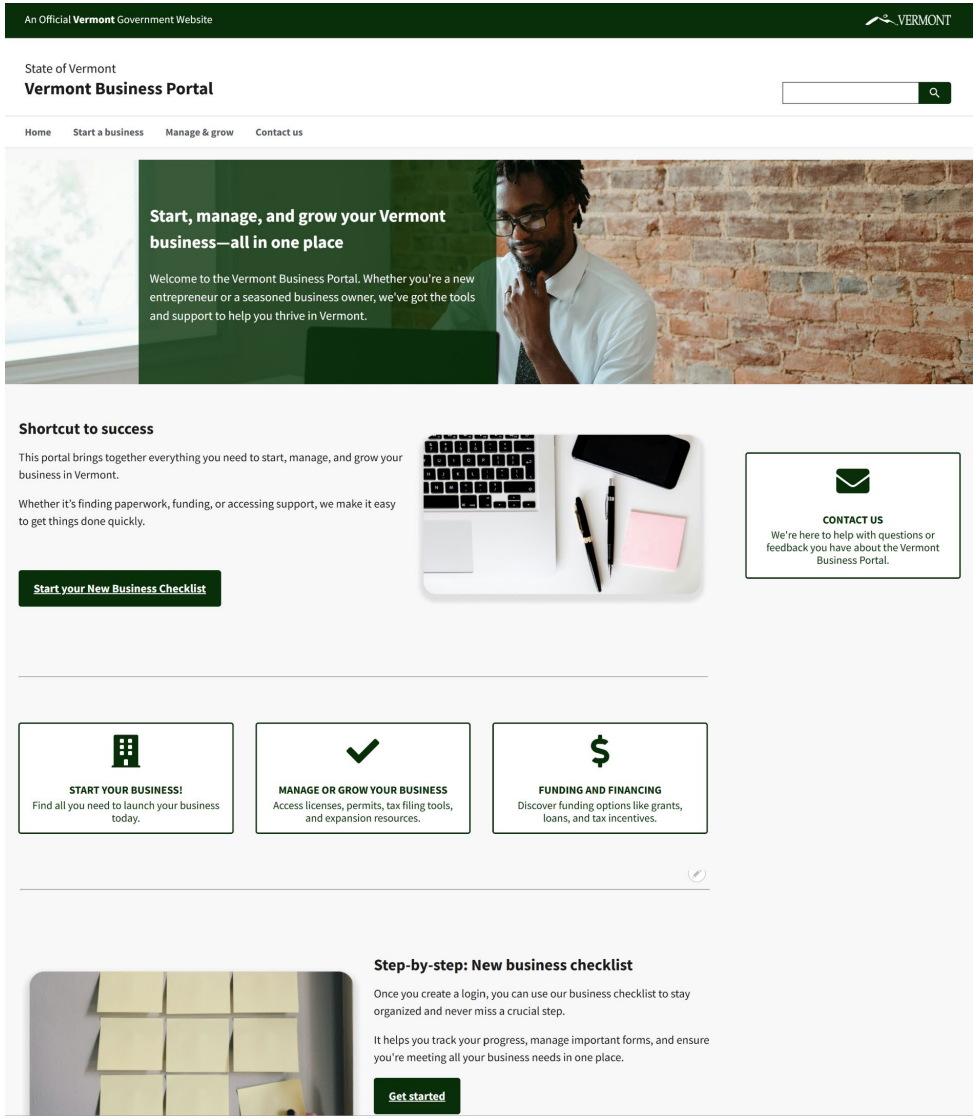
Vermont Business Portal – System Screenshot



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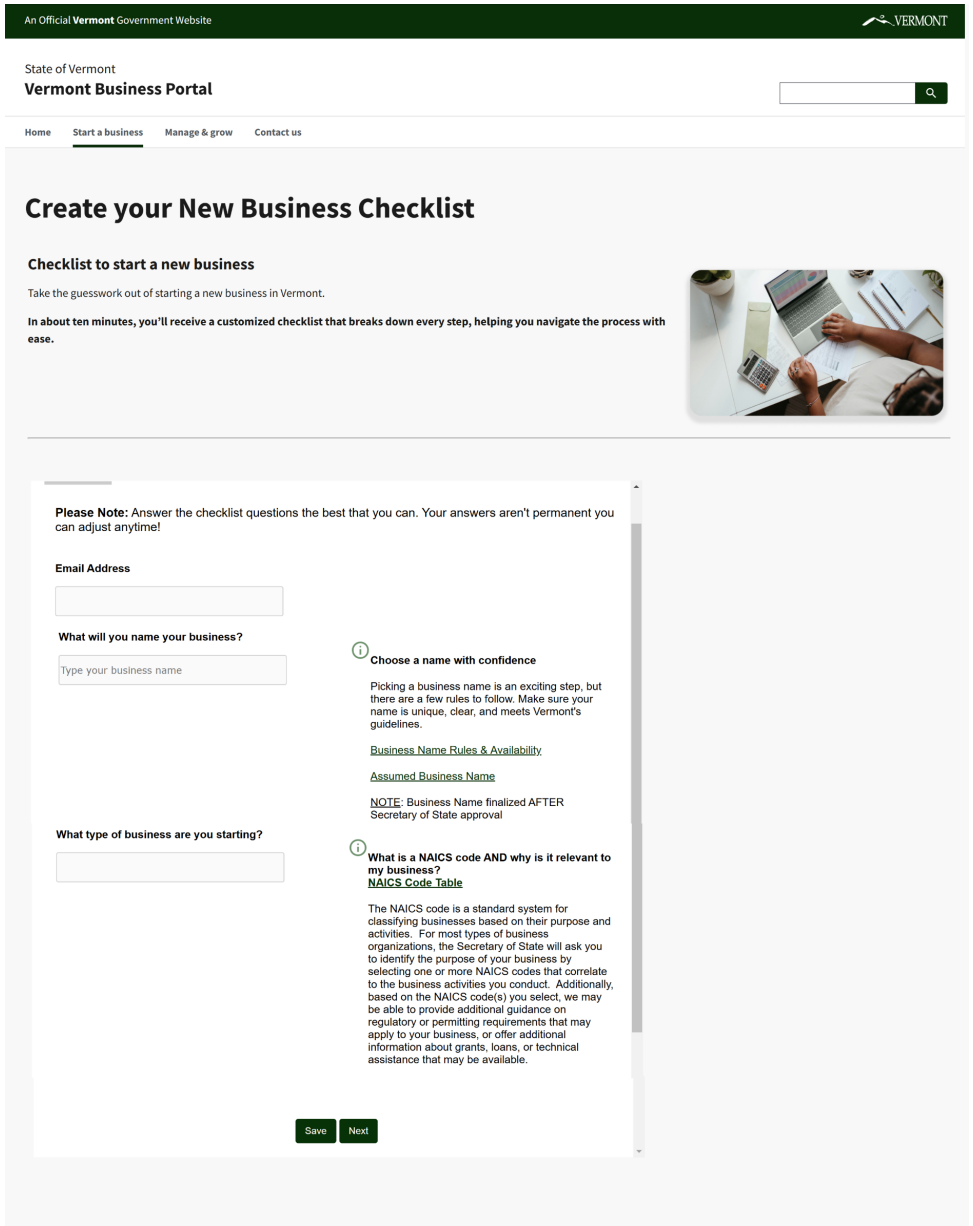

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