

One ADS: Modeling for Equity, Efficiency, and Excellence

Developing and supporting sustainable digital services as the backbone of
Vermont's technology infrastructure.

| The Strategic Shift

From Transactional to Service Alignment

As the Agency of Digital Services (ADS) embarks on its next phase of maturity, we are intensifying our focus on digital equity, financial controls, and predictability.

Our Vision: To create a modern, secure, and service - driven digital government. We are transforming into a unified entity that delivers consistent, cost - effective solutions across all state government agencies.



Strategic Refinement of Services



Core Enterprise Services

Foundational, enterprise -wide solutions and services that every agency and state employee depends on.

These are the building blocks of our digital infrastructure.



Field Services

Specialized technology solutions and services tailored to the unique operational, modernization, and data needs of individual Agencies.



Portfolio Alignment

We are shifting to service -based competencies to break down silos, apply consistent standards, and build quality services with skilled resources

Pillars of the One ADS Vision



Service -Based

Aligning staff and resources with services rather than silos.



Equity

Eliminating "haves and have-nots" in IT access.



Efficiency

Driving economies of scale and cost predictability.



Empowerment

Linking jobs to services for long-term resilience.

| Equity & Consistency

Bridging the Gap

Our goal is to ensure every agency has access to the same high level of IT services and support. This centralized model eliminates disparities between agencies.

By standardizing access, we create true digital equity for state employees and, by extension, all Vermonters who rely on these services.



CES: The Support Stack



Essentials I

Service Desk & Support
Tier I helpdesk operations, troubleshooting, and ensuring employees have necessary daily tools.



Essentials II

Product & Platform Support
Tier II enterprise -wide support for essential software and hardware, ensuring seamless performance.



Essentials III

Foundational Services
Security, Enterprise Architecture , IT Financial Management, GIS, & Network Infrastructure.

CES: Governance & Administration



AI Governance

Oversight and management of Artificial Intelligence technologies. We enable policies and ethical standards to ensure responsible AI use, mitigate risks, and maintain regulatory compliance.



Data Governance

Statewide administration of data assets. We establish policies for proper handling, storage, and security to maintain data quality, integrity, and legal compliance.

CES: Operational Excellence

Project Essentials

Leadership in project planning and execution, including legislative reporting and change management

IT Procurement

Managing vendor relationships, drafting contracts, and ensuring strategic alignment in technology purchases.

Domain Services

Management of the Vermont.gov domain, ensuring secure and compliant websites, applications, and email systems.

CES: Security & Connectivity

Protecting the Backbone

- **Security Operations:** Regular assessments, penetration testing, and vulnerability scanning to proactively identify and mitigate weaknesses.
- **Network Access:** Managing infrastructure to ensure reliable, uninterrupted internet and internal network connectivity for all employees and partners.



Portfolio Alignment

"By prioritizing the services delivered to Vermonters over agency-specific frameworks, we ensure continuity and enhance the overall experience."



Enforcement & Regulation

Regulatory bodies and Public Safety.



Life & Learning

Education, Workforce, and Social Services.



Administration & Operations

Internal government functions and operations.



Environment & Infrastructure

Natural Resources, State Infrastructure, and Transportation.