

**FY2020 – FY2023
Strategic Plan**

*“Providing Business Solutions for Idaho
State Government”*

July 1, 2019

BRAD LITTLE, GOVERNOR

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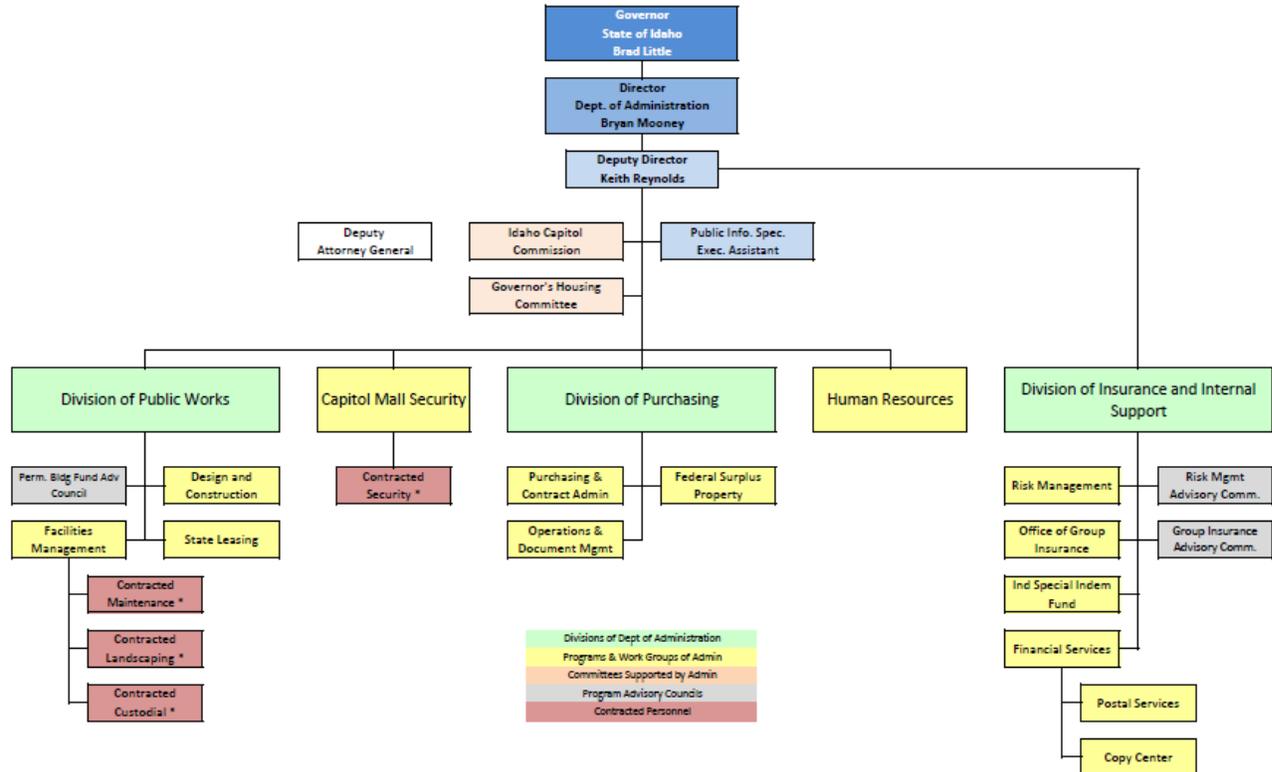


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Department Overview

Core functions of the Department of Administration are outlined in Idaho Code Title 67, Chapters 57 and 92. The department is composed of three unique divisions committed to providing leadership, expertise and value-added services for its customers.



* A total of 69 individuals represent the contracted services.

Office of the Director:

The Idaho State Capitol Commission: Composed of 9 members—6 public members and 3 ex-officio voting members including the Executive Director of the Idaho State Historical Society, Director of the Legislative Services Office, and the Director of the Department of Administration, who serves as Commission Secretary. The commission is charged with the ongoing oversight of the capitol including overseeing all restoration work and additions to the building; approving all displays, artwork, and furnishings within the capitol; and, promoting interest in the history of the capitol building. Department support for this commission includes accounting, clerical, and facility planning/management services. (Idaho Code Section 67-16)

The Governor’s Housing Committee: Composed of two members of the State Senate, two members of the House of Representatives, and the Director of the Department of Administration; oversees the Governor’s Residence Fund created to provide a governor’s housing allowance and/or the acquisition, construction, remodel, furnishing, equipping, and maintenance of a governor’s residence. Department support for this committee includes accounting, clerical, and facility planning/management services. (Idaho Code Section 67-455)

Division of Insurance and Internal Support (DIIS): Internally, DIIS provides financial support and internal controls/auditing services through its *Office of the Chief Financial Officer* to all programs within the department, supported committees, as well as and the Idaho Commission on Hispanic Affairs (ICHA) and the new Office of Information Technology Services (ITS). It also offers human resources and payroll services to the department, ICHA, and ITS. Externally, its *Risk Management* program serves as the state's property and liability insurance manager and adjudicates claims made against the state. The *Office of Group Insurance* contracts and administers medical, dental, life, flexible spending account, and disability benefit contracts for state employees and retirees. The *Industrial Special Indemnity Fund* manages a portion of the workers' compensation system commonly referred to as the "Second Injury Fund," which provides lifetime benefits to workers who become totally and permanently disabled from a work injury. Finally, the division provides reproduction services through the *Copy Center* and mailing services through *Central Postal* for state agencies located in Ada County. (Idaho Code Sections 67-5202; 67-5746; 67-5749-5750; 67-5760–5778; 72-323–334 and 409)

Division of Public Works (DPW): Administers the construction, alteration, and repair of public buildings for Idaho's state agencies. The division is also charged, through its Facilities Services, with the management (operations and maintenance) and space allocation of all facilities on the Capitol Mall, Chinden Campus and the state office buildings in Lewiston and Idaho Falls. Additionally, it is tasked with negotiating, approving, and making contractual lease agreements for office space to be used by various state departments, agencies, and institutions. DPW also coordinates the activities of the Permanent Building Fund Advisory Council. (Idaho Code Sections 67-5705-5713)

Division of Purchasing (DOP): Manages purchasing policy and implementation for property acquisitions (goods and services) for state executive agencies, including solicitation, issuance, and administration of contracts and training for professional purchasing staff; and, serves as clearinghouse for the federal government's surplus properties through its *Federal Surplus Properties* Program. (Idaho Code Sections 67-9201 et seq.; 67-5744)

Program Support of FY2019 Strategic Plan Goals

Office of Risk Management (ORM)

Goal 1: Reduce claims frequency which will reduce overall costs to the state associated with risk loss.

In FY19 ORM continued to offer free training classes to all agencies, universities and deputy attorneys general. The training focused on Idaho Claim Trends and techniques to mitigate and reduce the largest state exposures. Class topics included: How to Start a Driver Safety Improvement Program, The IHRC Process: What Should an Agency Expect, Idaho Cyber Liability Coverage, How to Decrease your Worker Compensation Costs, Best Practices when Working with Risk Management, and Idaho Claim Trends: How to Keep Your Agency out of Trouble. ORM offered live expert training to all facilities staff on how to inspect, test and maintain the building sprinkler systems.

ORM also began exploring implementation of a statewide vehicle use policy and drone use policy. ORM will continue to work with DHR and the Risk Management Advisory Committee to develop minimum driver standards and drone use policies in FY20.

For FY20-FY23 ORM has devised a new goal that will more accurately measure the reduction of claim payments.

Division of Public Works

Goal 2: Reduce the average length of time between project bid date and issuing a Notice to Proceed, authorizing construction.

DPW has been working to reduce the average length of time between project bid date and issuing a Notice to Proceed, authorizing construction. The average time for the two-year period, FY15 and FY16, was determined to be 44.6 days. The 44.6 days established a baseline for following years. During FY17 that time was reduced to 41 days, a reduction of 8.8%. In FY18 the length was reduced further to 39 days, a 4.9 % reduction. For FY19 the average length was 37 days, a 5.1% decrease over the previous reporting period.

Of the current 37-day average, the time to receive an authorization letter from the agency is one third (13 days) of that total time. DPW will need to work with the agencies on strategies to reduce the time required to authorizing the acceptance of the bid.

Office of the Administrative Rules Coordinator (OARC)

Goal 3: Complete the Administrative Code Archival Project

The archive project progressed better than expected over the last year with about 45% of the rules archived through 2018. This includes adding footers that identify the rules as archived versions with the corresponding year's effective dates. In those instances where it is necessary to create multiple versions of the rule as it existed at any given time, new files were created and properly identified and archived. Staff is currently about half way through the Health and Welfare rules which comprise a very large part of the entire archival collection.

Postal Services and Federal Surplus Properties (FSP)

Goal 4: Increase the number of state agencies utilizing the state's Postal Services and increase the number of qualifying entities utilizing the Federal Surplus Properties program to maximize the value of existing resources and reduce overall costs to the state and other public agencies.

In FY18, the Idaho Transportation Department began utilizing our **Postal Services** and we now provide all mailing services for the entire department, including Titles, DMV renewals, Driver's License renewals, and construction roadwork notices throughout the state.

Other agencies are also beginning to use more of our services. The Industrial Commission opted not to replace its outdated, problematic inserter and postage meters. Instead, it asked Postal Services to perform its daily inserting tasks of 1,000-2,000 pieces. We will begin providing additional inserting tasks for the commission starting in August that consists of monthly and quarterly billings and statements.

The Department of Lands shifted the processing of its monthly billings from its administrative staff to our automation equipment. Staff was tasked with folding and inserting monthly billing invoices. The department discovered that with the minimal costs charged by Postal Services, staff is freed-up to be more productive on other assignments that meet agency goals.

For FY20-FY23, we have set a new goal for Postal Services because the above goal was met in FY18, three years before the target date.

Federal Surplus Properties has had an exceptional year for increasing the number of eligible donees during FY19. FSP has increased efforts to reach out to expired donees and provide them with updated information about the surplus donation program as well as ensure they have resources necessary to renew their account eligibility. We have also utilized targeted marketing of "big ticket" items reaching out to potential donees we believe could utilize them. During FY19 we attended the Idaho Association of School Business Officials annual conference where we had a booth set up to display items and to promote communications with school officials about our program. In October we hosted the Division of Purchasing Quarterly Workshop at the FSP warehouse, followed by an open house, a presentation on the program, and tours of the facility.

FSP's continuing efforts to market the program resulted in not only achieving our annual goal of increasing the number of eligible donees by 2.5% but also resulted in FSP achieving our FY21 benchmark goal of increasing by 10%. In FY19 we increased the number of eligible donees by 10.96%. A new goal has been set for FY20 – FY23.

Division of Purchasing

Goal 5: Implement an in-state purchasing certification program.

During FY19, we made significant progress toward offering a state certification program. We continued to offer the existing in-person courses and launched our first online course called "Statewide Contracts and Spending Limits."

Early in 2019, training focuses shifted from the state certification program to the implementation of a new eProcurement system; however, in May 2019, we issued a contract for a Learning Management System, which will launch this month. The LMS will allow government employees to register for in-person courses, take online courses, track progress toward certifications, etc. Based on feedback from the state certification

workgroup, other states, and the UPPCC (national certifying body for public procurement), we have developed a draft curriculum for the buyer certification.

Early in FY20, we will re-evaluate the planned certification requirements in light of a new proposal to utilize certification as one of the criteria for Delegated Purchasing Authority. Once the certification(s) are defined, the Training Specialist will begin moving some of the in-person content into online courses and developing the additional courses identified for the certification.

Office of Group Insurance (OGI)

Goal 6: Examine the State's Group Insurance Program administration costs to establish a benchmark and minimize annual variability.

During FY19, OGI worked with the Department of Administration's fiscal staff to evaluate necessary funding and cash on hand to set the appropriate administrative fee that is deducted from each appropriation collected for employees enrolled in benefits. The administrative fee charged to agencies to support the Group Insurance Program stayed the same from FY18 to FY19 with the prudent management of overall operating cash and personnel needs.

The cost of healthcare in general continues to increase and the Office of Group Insurance has taken steps in the FY20 renewal process to address enhanced medical management, participant engagement and transparency tools.

Continuing into FY20, OGI had negotiated a 3-year rate guarantee (FY18 – FY20) on the active employee Basic Life premiums which provide life insurance coverage to all benefit-eligible employees regardless of their enrollment in any other program.

Industrial Special Indemnity Fund (ISIF)

Goal 7: Enhance awareness of role, function, and processes of the Industrial Special Indemnity Fund for workers compensation practitioners and specialists.

During FY19, ISIF made three presentations to the Advisory Committee of the Industrial Commission in Boise. This industry-wide committee meets quarterly for specialists throughout the state representing all phases of the work comp industry, including labor, business, legal, insurance companies, medical, State Insurance Fund, two political representatives from the Legislature, work comp lobbyists and many others interested in the Idaho work comp program. At each meeting, ISIF provides information on the financial status of the fund, as well as claim fillings and costs to employers, insurance providers and the business community. Annual reports are also given at the end of each fiscal and calendar year to the committee, Governor's Office, Industrial Commission, and State Insurance Fund. Quarterly financial reports are presented to the Governor's Office, State Treasurer, and the Industrial Commission.

This past fiscal year three individual discussions were provided to work comp attorneys in the north, east, and south regions of the state. Although the attorneys were not new to the work comp industry, they were unfamiliar with the policies and procedures of the ISIF in filing and process claims. In depth discussions were undertaken to acquaint the individuals with the specific procedures of ISIF.

Another way to advise work comp specialists about ISIF is through attendance at depositions of the injured workers and mediations to resolve claims. These appearances involve face-to-face discussions of pending

issues and complex ways and structures to resolve claims. Normally, ISIF attends 20-25 depositions each year. Typically, 8-10 mediation sessions are conducted each year involving ISIF. Each claim requires a separate analysis of the issues and ways to resolve the claim for the best interest of the worker and ISIF.

Strategic Planning FY2020 – FY2023

Several of our department goals are entering their fourth year. They were established to promote the enhancement of quality and/or cost efficiencies in the delivery of services representing each of Administration's programs. Postal Services and Federal Surplus Property, however, met their goal targets during FY18/FY19 so new goals have been implemented going forward. Risk Management replaced its goal to better measure a reduction in claims payments, a brand-new goal was established for the Copy Center, and an additional goal was implemented for Public Works

With the passage of House Bill 73, the Office of the Administrative Rules Coordinator will be transitioned to the Division of Financial Management as of July 1, 2019. Along with the transfer is one of the department's prior goals (Goal #3). Subsequently, the department is submitting a total of nine goals for FY20-FY23.

Our plan is designed to illustrate continuous improvement in productivity and quality of department operations, supporting Governor Little's vision to instill citizen confidence in Idaho state government. Our mission statement, vision, and guiding values lay the foundation for the department's strategic initiatives.

The success of Administration's strategic goals and objectives are not only be gauged by achievement of their timelines and performance measures, but also by how well our department employees understand and participate in their implementation.

Governor's Statewide Priorities

- Strong Public Education System
- Robust Economy
- Confidence in State Government

Mission Statement

Provide responsive, cost effective, and timely support services to Idaho's policy makers, public agencies, and state employees as they serve Idaho citizens.

Vision

Bring appropriate, innovative and efficient operating practices to Idaho government.

Guiding Values

- **Customer Service**
Serve our customers to the fullest extent possible and treat them with respect and professionalism.
- **Integrity and Honesty**
Be honest, dependable, fair, credible and trustworthy. Acknowledge mistakes, seek to correct them and learn from them.
- **Innovation**
Demonstrate initiative and flexibility in promoting and responding to challenges and changes.
- **Communication**
Believe that open, positive, and honest communication is critical to our employees, our customers and the citizens of Idaho.

Goals

1 **Reduce 5-year rolling property claim payments by 20% (.018) by end of FY 2023.**

Objectives:

1. Study 10-year historic property loss data.
2. Use the historic loss data to identify top claim cause and large claim payouts.
3. Identify and provide training to reduce claims frequency and reduce claim severity.
4. Conduct targeted loss control visits to reduce preventable claims.

Performance Measure:

1. Reduce property claim costs by 5% (.0045) annually through FY23.

Benchmark: FY23 shows reduced claim payments from FY19 benchmark by 20% (.018).

Rationale for Benchmark: Reducing and controlling property claim costs will allow the state to obtain better property insurance renewal options and/or self-fund this line of coverage at some point in the future. This goal also aligns with our initiative to provide a more robust loss control program to our state agencies.

2 **Reduce the average length of time between project bid date and issuing a Notice to Proceed, authorizing construction.**

Objectives:

1. Identify critical steps in the process that are causing delays. This may be caused by postponed receipt of agency authorization or incomplete submission of documents by the contractor (external influences).
2. Analyze internal processes that could be modified to reduce the time.
3. Educate agencies and contractors on the required process and submission of documents.

Performance Measure:

1. Reduce the average number of days between project bid date and issuing Notice to Proceed by **5% per year** each year until benchmark has been reached.

Benchmark: **“An average maximum of 30 days”** between project bid date and issuing a Notice to Proceed.

Rationale for Benchmark: Our client agencies have expressed concern about how long it takes to get construction actually started. Contractors have also voiced concern about price escalations and holding labor while contracts are put in place. DPW has reviewed its processes and determined this is an area where improvement is needed. The average maximum of 30 days is a reasonable expectation based on the efforts and time required to obtain bonds, secure subcontracts, arrange for insurance coverage, etc.

3 **Reduce the back log of deferred maintenance and repair items for the Capitol Mall (including the Idaho Falls and Lewiston state office buildings) and the Chinden Campus.**

Objectives:

1. Update the Facilities Condition Assessments (FCA's) for both campuses. Establish the current Facility Cost Index (FCI) for each building.
2. Utilize FCA's to develop and prioritize a current list of deferred maintenance items.
3. Prepare 20-year plan outlining areas of work and funding proposals.

Performance Measure:

1. Reduce the total average Facility Cost Index by 5% per year for all facilities until the benchmark has been reached for each facility. A reasonable approach would be to dedicate \$1.5 million dollars to each campus each year, specifically to address the identified deferred maintenance items. This amount would need to be adjusted for cost escalation, inflation, etc. each consecutive year.

Benchmark: The desired average FCI for facilities is **0.00 to 0.05**

Rationale for Benchmark: The FCI is a standard measure used throughout the facilities management industry to compare accumulated deferred maintenance to the current replacement value of a facility. The total value of needed repairs is divided by the building value, resulting in the FCI score. An FCI is considered GOOD at 0.00 to 0.05, FAIR at 0.05 to 0.10, POOR if greater than 0.10, and CRITICAL if greater than 0.30.

4. Increase the number of pieces processed by the state's Postal Services at the Chinden Campus which will reduce the amount of time spent delivering mail to state agencies.

Objectives:

1. Establish and provide state postal services at the Chinden Campus. As more state agencies move to the campus, delivery routes will be reduced by agency consolidation and efficiencies in route mapping.
2. Evaluate and implement newer technology to streamline the process. As leases expire, new technology will be incorporated to provide higher service levels.

Performance Measure:

1. Postal Services will reduce time spent on delivery by an average of 70 minutes per year (10 minutes per route) for the next four years.

Benchmark: At the end of four years, daily delivery times will be reduced to **under 28.5 hours per day**.

Rationale for Benchmark: Current mail delivery on routes take an average and combined 33 hours per day. As state agencies move to the Chinden Campus, the goal is to reduce the average amount of daily driving time spent on delivery routes by 10 minutes per route, or a total of 70 minutes per day, each of the four years. ($70 \times 4 / 60 = 4.66$ hours)

5. Decrease the number of days to perform Copy Center jobs for state agencies while increasing number of jobs printed during non-business hours.

Objectives:

1. Decrease processing time between order and delivery of copy product. Currently the Copy Center's average delivery time is two and a half days from receipt of order to delivery of product.

2. Increase technology available in copy machines once current leases expire. The Copy Center plans to implement technology that will allow store fronts to be created allowing agencies to submit jobs directly to the machine.
3. Implement new machines once that state contract is established to allow for 24-hour printing.

Performance Measures:

1. Reduce the average processing time between order received and delivered by an average of four hours per year for three years.
2. Increase the number of jobs printed during non-business hours by 20% of all orders by FY2024. Baseline will be established in FY20 and increased 5% each year thereafter until benchmark is reached.

Benchmark:

1. Average of **one day to deliver jobs** by FY2022.
2. **20% of all copy jobs** completed during non-business hours by 2024.

Rationale for Benchmark:

1. Average delivery time in FY19 to perform jobs is 2 ½ days. Implementing new copiers with enhanced technology, the goal is an average of one day to deliver jobs by end of FY2022. (4 hours x 3 years = 12 hours, or 1 ½ days)
2. Standard jobs can be done during non-business hours when no one is on the clock, freeing up staff to focus on more technical jobs during regular business hours.

6 Increase the number of qualifying entities utilizing the Federal Surplus Properties program to maximize the value of existing resources and reduce overall costs to state and other public agencies.

Objectives:

1. Learn more about our current and potential customer base through increased outreach and in-person meetings throughout the state to identify key personnel/decision makers as well as presentation opportunities through annual association meetings (Cities, Counties, Sheriffs, Fire Chiefs, School Board Officials, Parts Managers, etc.).
2. Develop targeted marketing materials based on identified Equipment and Supply needs.
3. Ensure that each month we conduct outreach to donee's that are nearing application expiration to renew their application.

Performance Measures:

1. Federal Surplus Properties increases the annual number of registered and/or active donees by 5% each year until benchmark is reached by FY23. Baseline established in FY19.

Benchmarks: By FY23, **increase number of donees by 20%**, without additional capital outlay or increased overhead expenses.

Rationale for Benchmarks: This benchmark has no scientific rationale other than it sets a goal to provide service on a broader base, which should result in some efficiencies/savings especially to some of the smaller agencies who are not currently utilizing our service.

7 Implement an in-state purchasing certification program.

Objective:

1. Implement the newly launched Learning Management System allowing government employees to register for in-person courses, take online courses, track progress toward certifications, etc.
2. Re-evaluate the planned certification requirements considering a new proposal to utilize certification as one of the criteria for Delegated Purchasing Authority.
3. Promote Idaho-specific training in purchasing laws, rules, policies and processes across all state agencies which fall under the purview of the division culminating in various levels of in-state certification; resulting in a more efficient and well-trained statewide procurement workforce.

Performance Measures:

1. Increase number of in-state certifications for individuals with delegated authority each year beginning in FY20 until benchmark is reached. Baseline and annual measures will be established in FY20.

Benchmark: **100%** of all procurement employees from agencies with delegated purchasing authority obtain in-state certification. No target date has been established until baseline has been established in FY20.

Rationale for Benchmark: Certifying procurement employees from agencies with delegated purchasing authority will increase the effectiveness and integrity in the state's procurement practices and instill confidence by tax payers in the expenditure of state funds.

8 Examine the State's Group Insurance Program administration costs to establish a benchmark and minimize annual variability.

Objectives:

1. Study historic program structure, program operating costs and full-time positions.
2. Identify external factors that impact quantifiable trends in the historical data.
3. Review trends in historic operating costs compared to full-time positions.
4. Provide updated communications and education to agency human resource staff and plan participants to promote informed consumership.

Performance Measure:

1. Program operating costs increase by **no more than 3% annually**.

Benchmark:

1. FY16 rate - \$4.08 per FTP per month.
2. FY17 rate - \$3.75 per FTP per month.
3. FY18 rate - \$3.50 per FTP per month.
4. FY19 rate - \$3.50 per FTP per month.

Rationale for Benchmark: As a dedicated fund program, costs to support the OGI are shared amongst all agencies. The performance measure was established to compare year over year the cost per FTP to support the personnel and operation of OGI as statewide FTP counts increase, plan costs increase, and as personnel requirements and service delivery methods change.

9 Enhance awareness of role, function, and processes of the Industrial Special Indemnity Fund for workers compensation practitioners and specialists.

Objectives:

1. Identify target audiences for outreach and in-person meetings throughout the state to include presentation opportunities through association meetings (trial lawyers, compensation consultants, insurance adjusters, Industrial Commission Advisory Committee, etc.).
2. Develop targeted marketing materials:
 - Pamphlets
 - Worksheets
 - Letters
 - PowerPoint Presentations

Performance Measure:

1. On an annual basis, provide presentations to at least 2 workers compensation industry meetings, offer to meet face-to-face with the State Insurance Fund Manager, and identify at least 2 occasions to share information to individuals new to the industry.

Benchmark: **Increase opportunities** to attend meetings and/or conferences and identify any new players to share information to increase awareness of the ISIF.

Rationale for Benchmark: This benchmark has no scientific rationale other than it sets a precedent to move forward efforts to provide education about the ISIF.

Key External Factors

A number of external factors influence the goals set by the Department of Administration. Federal and state legislation particularly with regard to health care, changes in technology, and budget constraints have all played a factor in the completion of established goals.

Federal / State Laws and Directive Changes

Statutory changes often threaten business as usual. As a result, additional responsibilities can be placed on the program as well as increased expenditures. Increased scope of responsibilities can affect program goals, and increased costs to the program are often passed on to the agencies. Changes mandated in the Patient Protection and Affordable Care Act (PPACA) impacts the cost and design of the medical insurance plans available to state employees now and in the future.

House Bill H0073 transitioned the Office of the Administrative Rules Coordinator (OARC) to the Division of Financial Management. Consequently, the OARC its 3 employees will be transferred out of the Department of Administration beginning July 1, 2019.

Economic

The Statewide Leasing Program continues to face challenges in retaining affordable facility costs for state agencies that are currently in leased facilities. Economic recovery and increased construction costs are forcing lease rates to new levels. The purchase of the Chinden Campus is providing opportunities to house state agencies in more affordable space.

The thriving economy is also affecting construction costs for projects undertaken by the DPW. When work is plentiful, fewer contractors bid on the state projects. Costs rise due to the demand in the private sector. Adjustments may need to be made to the scope of some projects to meet budgetary constraints.

Budgeting Cycle

Besides the uncertainty of receiving an appropriation (faced by all state agencies when submitting their budgets), requesting funds for technology has an added challenge. The 18-month lag time between a budget request and actual receipt of funds is a long time in the information technology arena. By the time a purchase is ready to be made, the technology has often been replaced by a more current iteration.

Seasonal Elements

Weather conditions can influence whether the department successfully meets goals in a timely manner. For example, severe weather has a direct correlation to claims frequency in our Risk Management program. Weather is also a factor in the construction industry and can cause delays in the completion of our public works projects within construction timetables.

Personnel Changes

One external influence that is an issue for all of state government is our aging workforce. Further, the upturn in the economy and the ability of the private sector to offer higher wages is resulting in difficulty filling vacant department positions. This has, and will continue to result in the loss of knowledgeable and skilled employees

and loss of tremendous institutional knowledge. As the economy continues to improve, not only is the department faced with the potential exit of key employees, but also the challenge of hiring qualified applicants to replace them.

To compound this problem, Administration currently has 34% of the workforce is eligible to retire as of July 1, 2019, either due to reaching full retirement age or becoming eligible for early retirement. Of those individuals, 3% have reached service retirement age (65). The remaining 31% are eligible for early retirement, 25% due to reaching 55 years of age and 6% due to reaching the Rule of 90.

The breakdown by program shows: 11% in Public Works; 1% in Purchasing; 8% in Facilities Services; and, 14% in Risk Management, Group Insurance, Director's Office, Financial Services, Postal Services and Industrial Special Indemnity Fund (ISIF).

Group Insurance Advisory Committee (GIAC)

GIAC has been essential in the review of benefits currently offered through the Office of Group Insurance. It also provides consultation to the Director of the Department of Administration on possible enhancements to the current benefit package or additional benefit offerings that could improve access to healthcare for state employees. The committee meets about three times annually; its authority and responsibilities can be found in I.C. 67-5761.

Risk Management Advisory Committee (RMAC)

RMAC includes members of the legislature, higher education, Department of Correction, and the Idaho Transportation Department. It meets about three times annually in an advisory capacity to provide consultation to the Director of the Department of Administration. The authority and responsibilities for the RMAC can be found in I.C. 67-5773.

Permanent Building Fund Advisory Council

The administrator of the Division of Public Works and the responsible heads of the agencies for which appropriations for construction, renovations, remodelings, or repairs are made pursuant to chapter 11, title 57, Idaho Code, must consult, confer and advise with the Permanent Building Fund Advisory Council in connection with all decisions concerning the administration of these appropriations and the planning and construction or execution of work or works pursuant thereto. The approval of the permanent building fund advisory council is a condition precedent to the undertaking of planning or construction.

Addendum to Agency Strategic Plans: Adoption of the NIST Cybersecurity Framework and Implementation of CIS Critical Security Controls 1 – 5.

As a technology customer of the Office of Information Technology Services (ITS) in the Governor's Office, we are using the cybersecurity systems and technical expertise in ITS to fulfill requirements related to Executive Order 2017-02. Staff from ITS briefed the NIST Core Framework, CIS Controls 1-5, and their plan for adoption of the NIST Cybersecurity Framework. We participate in DHR and ITS administered cybersecurity training, as awareness is a critical component of an effective cybersecurity program. As briefed by ITS staff, implementation of the CIS Controls 1-5 will be their responsibility for the systems they operate and, as technological tools applied to the computer systems, largely invisible to us as a customer. ITS, working through the multi-agency Incident Response Task Force, has developed an Incident Response Program in support of our agency.

Addendum to Agency Strategic Plans: Red Tape Reduction Act

The Department of Administration eliminated **two chapters**: 38.04.05, Rules Governing the Management of State-Owned Dwellings (1998), and 38.03.01 Rules Governing Group Insurance (2010). Each chapter was six pages long for a total reduction of **twelve pages**.

The department is not proposing new rules in 2020.