

Part I – Agency Profile

Agency Overview

The **Office of IT Service’s mission** statement is “Provide superior service, cybersecurity and solutions to our state and citizens.” Its **vision** is to consolidate, safeguard, streamline and improve IT operations statewide. Governor Otter’s three statewide priorities continue to serve as our inspiration, while our mission and vision statements lay the foundation for the office’s strategic initiatives.

With the passage of House Bill 607 in 2018, the Office of Information Technology Services (ITS) was created within the Governor’s Office. The Director of Information Security and the Office of the Chief Information Officer (OCIO) were combined to form this new entity. For FY19, 28 FTP’s, and \$1,200,700 in general funds and \$2,729,600 in dedicated funds were transferred from The Department of Administration to the Governor’s Office.

The Office of IT Services is composed of three programs (IT operations, cybersecurity, and geospatial systems) is committed to coordinating and implementing all information technology services and cybersecurity policies within the state of Idaho.

ITS provides leadership towards and administration of state IT innovations. It operates the core network and security parameters for use by all agencies, and guarantees reliable communications for state government through telephone, IT networks, and Internet services. ITS provides all IT services (e.g. desktop troubleshooting, server administration and e-mail) to approximately 37 agencies. (Idaho Code Sections 67-831 through 67-833).

A primary committee and three subcommittees are supported by ITS staff. The Idaho Technology Authority (ITA) reviews and evaluates the information technology (IT) and telecommunications systems presently in use by state agencies and prepares statewide short and long-range IT and telecommunications plans. The ITA establishes statewide IT and telecommunications policies, standards, guidelines, and conventions assuring uniformity and compatibility of state agency systems. The three subcommittees of the ITA focus on specific portions of the ITA mission: the Access Idaho Steering Committee, the IT Leadership Council, and the Idaho Geospatial Council-Executive Committee.

Core Functions/Idaho Code

With the passage of House Bill 607 this year, the new Office of Information Technology Services (ITS) (Idaho Code Title 67, Chapter 8) merged the roles of the Director of Information Security (created by Executive Order 2017-02) and the Office of the Chief Information Officer (OCIO), which was previously in the Department of Administration. The primary objectives of this move were to create the ITS structure and align all the State of Idaho’s statutory information technology (IT) authority under a single agency. (Idaho Code Sections 67-831 through 67-833).

The Idaho Technology Authority (ITA), originally set forth in I.C. 67-5745A-C (repealed as of July 1, 2018), is now in I.C. 67-831-833. The ITA’s composition ensures those affected by policy decisions have a role and say in policy direction. The ITA continues past efforts of the IT Resource Management Council (ITRMC) to improve efficiency and effectiveness in State IT operations. Part of the ITA efforts are through two subcommittees: the IT Leadership Council (ITLC) and the Idaho Geospatial Council–Executive Committee (IGC-EC).

Revenue and Expenditures

Revenue	FY 2016	FY 2017	FY 2018	FY 2019 (est.)
General Fund	N/A	N/A	N/A	\$1,594,400
Tech. Infrastructure Stabilization Fund	N/A	N/A	N/A	\$1,188,000
Admin. & Accounting Services	N/A	N/A	N/A	\$3,087,800
Total	N/A	N/A	N/A	\$5,870,200

Expenditure	FY 2016	FY 2017	FY 2018	FY 2019 (est.)
Personnel Costs	N/A	N/A	N/A	\$2,799,200
Operating Expenditures	N/A	N/A	N/A	\$2,344,000
Capital Outlay	N/A	N/A	N/A	\$727,000
Total	N/A	N/A	N/A	\$5,870,200

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY2015	FY2016	FY2017	FY2018
# of cumulative Idaho government inter-active services and applications on-line	335	375	385	396
# of visits to the Idaho.gov homepage.	1,510,084	967,384	1,388,941	1,305,522
# of unique visitors to Idaho.gov homepage (does not include individual agency sites)	922,605	906,704	953,459	2,060,134 *
# of page views on the Idaho.gov homepage	3,102,129	2,762,308	2,862,621	3,012,851

Key Services Explanatory Note:

*This number reflects an enhanced method of accounting for visitors to the homepage. Individuals have begun to use search engines like Google to access state information which bypasses the main portal, and thus not included in the count. Access Idaho has begun to monitor numbers in a new fashion by counting unique visits deeper into the state website. Over FY18 that new number is \$2,060,134. This method of tracking will be used going forward.

FY 2018 Performance Highlights

- A major **upgrade of the state’s primary cyber security system**, referred to as the network firewall, was accomplished. This included network upgrades that also provided significantly improved network performance and capacity.
- New **multi-factor authentication system** to improve system security over all OCIO managed systems was implemented.
- A major RFP for new agency network circuits was completed which resulted in an **updated 3-year term, multi-vender contract**.
- Also implemented was **new vulnerability scanning capability** to validate and monitor system security across all OCIO managed systems.
- A **multi-agency advanced authentication and load balancing capability** using F5 technology was put into practice to improve user authentication capabilities and improve system security.
- Initial assessment and implementation of the **top 5 critical security controls was completed**.

Part II – Performance Measures

Performance Measure		FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Goal 1 – Reduce number of independent systems supporting cybersecurity and core networking functions while maintaining or expanding practical functionality.						
1. Reduce number of operational devices requiring administration and maintenance by 14 systems by the end of FY18	actual	N/A	N/A	N/A		-----
	target	N/A	N/A	N/A	16	N/A
2. Reduce maintenance cost of functional services by 60% annually by the end of FY18.	actual	N/A	N/A	N/A		-----
	target	N/A	N/A	N/A	\$147,000	N/A

Performance Measure	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Goal 2 – ITS (formerly OCIO) to facilitate annual penetration tests and vulnerability scans on all state technology systems.					
3. Mitigate identified risks on annual penetration test reports by 100% annually this will include accounting for all resolved risks, reduced risks, and documenting all remaining inherited risks and the entities who assume the responsibility of these risk for the business process.	actual	N/A	N/A	N/A	N/A*
	target	N/A	N/A	N/A	100%

Performance Measure Explanatory Notes

* Penetration testing has not yet begun. A contract will be awarded in FY19 for annual penetration testing on the state network and supported agency IT assets. Additionally, an Invitation to Bid was issued in FY18 and is in the process of being finalized which would add pen testing to the statewide contracts.

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