

Part I – Agency Profile

Agency Overview

The **Office of IT Service’s mission** statement is *“We connect citizens with their government.”* Its **vision** is to inspire trust and confidence in state government through modern solutions for technical services. Governor Little’s statewide priorities serve as our inspiration, while our mission and vision statements lay the foundation for the office’s strategic initiatives. ITS is committed to coordinating and implementing all information technology services and cybersecurity policies within the state of Idaho.

Created in 2018 with the passage of House Bill 607, the Office of Information Technology Services (ITS) ended FY19 with 30 FTP’s and three programs (IT operations, cybersecurity, and geospatial systems). For FY20, 36 new FTP’s were created as a result of the Governor’s IT modernization initiative, bringing the total FTP’s to 66, and a fourth program (compliance) has been added.

ITS provides leadership towards and administration of state IT innovations. It operates the core network and security systems 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 43 agencies (including support for the 8 agencies added in FY20). (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 in 2018, the 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 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 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.

Revenue and Expenditures

Revenue	FY 2016	FY 2017	FY 2018	FY 2019
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	\$8,734,800
Total	N/A	N/A	N/A	\$11,517,200

Expenditures	FY 2016	FY 2017	FY 2018	FY 2019
Personnel Costs	N/A	N/A	N/A	\$2,689,700
Operating Expenditures	N/A	N/A	N/A	\$2,207,200
Capital Outlay	N/A	N/A	N/A	\$717,400
Trustee & Benefits	N/A	N/A	N/A	\$5,056,800
Total	N/A	N/A	N/A	\$10,671,100

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY2016	FY2017	FY2018	FY2019
# of cumulative Idaho government inter-active services and applications on-line	375	385	396	402
# of visits to the Idaho.gov homepage.	967,384	1,388,941	1,305,522	728,419
# of unique visitors to Idaho.gov homepage (does not include individual agency sites)	906,704	953,459	2,060,134*	1,933,921
# of page views on the Idaho.gov homepage	2,762,308	2,862,621	3,012,851	2,456,810

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 is 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 was \$2,060,134. This method of tracking is being used going forward.

Red Tape Reduction Act

Each agency shall incorporate into its strategic plan a summary of how it will implement the Red Tape Reduction Act, including any associated goals, objectives, tasks, or performance targets. This information may be included as an addendum.

	As of July 1, 2019
Number of Chapters	0*
Number of Words	0
Number of Restrictions	0

*See Addendum A

Part II – Performance Measures

Performance Measure	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Goal 1 – ITS to facilitate annual penetration tests and vulnerability scans on all state technology systems.					
1. 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	22%*
	target	N/A	N/A	100%	100%

Performance Measure		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Goal 2 – Consolidate the state’s Domain Name Services (DNS) for all state agencies into a single technology to allow for simpler and more sustainable ongoing support by ITS.						
2. Approval of new DNS architecture.	actual	N/A	N/A	N/A	100%	-----
	target	N/A	N/A	N/A	100%	N/A
3. Implementation of new DNS architecture.	actual	N/A	N/A	N/A	100%	-----
	target	N/A	N/A	N/A	100%	N/A
Goal 3 - Increase state voice and video conference bridge interoperability across agencies as well as with the State’s federal and local partners and clients.						
4. Eliminate redundant facilities installed for old system and integrate with the ITS Call Manager phone system.	actual	N/A	N/A	N/A	0%**	-----
	target	N/A	N/A	N/A	100%	100%
5. Transition and support current users to the new system, which averages approximately 7,500 hosted events per year.	actual	N/A	N/A	N/A	50%	-----
	target	N/A	N/A	N/A	100%	100%
6. Market the new system and new interoperable capabilities to agencies in order increase the adoption of video conferencing capabilities across the State.	actual	N/A	N/A	N/A	50%	-----
	target	N/A	N/A	N/A	100%	100%
Goal 4 - Establish core network infrastructure at the Chinden Campus that will serve all agencies occupying this location.						
7. Approval of Chinden Campus network design.	actual	N/A	N/A	N/A	100%	-----
	target	N/A	N/A	N/A	100%	N/A
8. Purchase of Chinden Campus network equipment.	actual	N/A	N/A	N/A	90%***	-----
	target	N/A	N/A	N/A	100%	100%
9. Ensure that the Chinden Campus network is installed and operational with the state core network.	actual	N/A	N/A	N/A	100%	-----
	target	N/A	N/A	N/A	100%	N/A

Performance Measure Explanatory Notes

* Remediation of the remaining 78% of the findings are being actively tracked.

** Completion of this goal is dependent on the installation of the new bridge, which is anticipated to be complete in the current calendar year (2019).

*** The Chinden campus network design is complete, and the initial equipment required to support the early phases of campus occupancy are installed and operational. The remaining equipment will be purchased and installed in FY2020.

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**Addendum A:
Red Tape Reduction Act (Expiration of IDAPA 15.07.01)**

In support of the Governor's Red Tape Reduction Act, the Office of Information Technology Services allowed its sole rule (IDAPA 15.07.01 – Rules Governing Billing Procedures of the Office of Information Technology Services) to expire by default on July 1, 2019.

Below is our rationale behind this decision:

IDAPA Chapter 15.07.01 was removed as it is now obsolete given the new billing methodology was approved during the 2019 Idaho Legislative Session. Removing these obsolete rules will allow the Office of Information Technology Services to bill agencies consistent with JFAC's approved budgets and in a manner similar to other agencies that use inter-agency billing and are part of the SWCAP. Furthermore, removing these rules will allow ITS to be more nimble with future updates in billing methodology given the rapidly changing technology environment. Any future billing changes would remain subject to the appropriation process, and therefore the Legislative Branch will retain oversight of changes.