

Part I – Agency Profile

Agency Overview

The Office of Information Technology Service (ITS) was created in 2018 to facilitate a centralized approach to acquire and evaluate technology and develop a statewide strategic plan for coordinated information technology (IT) and telecommunications for state government. ITS oversees and executes the coordination and implementation of all IT services and cybersecurity policies within the state.

Governor Brad Little appointed Jeff Weak as administrator in 2018 to undertake the IT Modernization initiative. Today he leads ITS and its five bureaus including IT Operations, Cybersecurity/Compliance, Enterprise Architecture, Business Operations, and Data Analytics. With a total of 135 FTPs, ITS is headquartered at the Chinden Campus in Boise with support staff at several locations in northern and eastern Idaho to better serve our customers. ITS currently supports 54 agencies, boards, and commissions.

The agency's mission is to connect citizens with their government and the ITS staff are committed to inspiring trust and confidence in state government through modern solutions for technical services. The agency's funding primarily comes from dedicated funds with some supplemental general funds and the Technology Infrastructure Stabilization Fund. A large portion of the ITS budget pays for phone, network, and enterprise licenses for supported agencies.

With the passage of House Bill 607 in 2018, ITS 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 under the Department of Administration. The primary objectives of this move were to create the ITS structure and align Idaho's statutory information technology authority under a single agency.

Core Functions/Idaho Code

Idaho Code Title 67 Chapter 8 defines the statutory authority and responsibility of Information Technology Services.

Information Technology Services

ITS currently provides all IT supported agencies including the state network, server, and storage infrastructure; cybersecurity; telephone services; application development; service desk; data analytics; regional support; project management; compliance; and licensing and enterprise architecture. (Idaho Code Sections 67-827 through 67-831).

Cybersecurity

Originally set forth in Executive Order 2017-02, cybersecurity standards were outlined for all agencies in accordance with the National Institute of Standards and Technology Framework. Under Idaho Code 67-827A, ITS continues to implement cybersecurity policies and coordinate with state agencies on testing and scans to assess and mitigate risks.

Idaho Technology Authority

The Idaho Technology Authority (ITA) establishes statewide IT and telecommunications policies, standards, guidelines, and conventions assuring uniformity and compatibility of state agency systems. The committee's composition ensures those affected by policy decisions have a role and say in policy direction. The primary committee and three subcommittees are supported by ITS staff. The three subcommittees focus on specific portions of the ITA mission: The Access Idaho Steering Committee, the IT Leadership Council, and the Idaho Geospatial Council-Executive Committee. (Idaho Code 67-831 through 67-833)

Revenue and Expenditures

Revenue	FY 2018	FY 2019	FY 2020	FY 2021
General Fund	N/A	\$1,594,400	\$2,670,300	\$3,182,900
Tech. Infrastructure Stabilization Fund	N/A	\$1,188,000	\$690,600	\$34,319
Admin. & Accounting Services	N/A	\$8,734,800	\$7,631,400	\$16,186,274
Total	N/A	\$11,517,200	\$10,992,300	\$19,403,493
Expenditures	FY 2018	FY 2019	FY 2020	FY 2021
Personnel Costs	N/A	\$2,689,700	\$5,802,709	\$12,136,943
Operating Expenditures	N/A	\$2,207,200	\$3,510,167	\$5,068,601
Capital Outlay	N/A	\$717,400	\$823,445	\$950,916
Trustee & Benefits	N/A	\$5,056,800	\$6,370,017	\$12,412,534
Total	N/A	\$10,671,100	\$16,506,338	\$30,568,994

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2018	FY 2019	FY 2020	FY 2021
Service desk tickets resolved ⁽¹⁾	N/A	1,496	31,062	60,585
Number of supported customers	N/A	469	1,737	7,055
Unique visitors to Idaho.gov website ⁽²⁾	2,060,134	1,933,921	1,924,934	1,898,424
Total visits on Idaho.gov website ⁽³⁾	3,012,851	2,456,810	2,384,419	2,270,761
e-Government services supported by Access Idaho ⁽⁴⁾	396	402	440	440
Unique visitors to Cybersecurity.Idaho.gov	N/A	N/A	N/A	12,284
State of Idaho employees completing cybersecurity training	N/A	14,749	16,497	18,247
Inbound emails inspected	N/A	131 million	58.4 million	81 million
Quarantined spam, virus, and malware	N/A	26 million	24 million	35 million
Blocked attacks attempted via email	N/A	~2 million	~2 million	1.7 million

Key Services Explanatory Note:

- (1) Service tickets include total incidents, service requests, and tasks.
- (2) Includes users who bypass the homepage when using search engines directing them to subpages of the main site.
- (3) Includes all unique visitors and return visits to the site homepage and subpages.
- (4) Includes state agencies, constitutional officers, commissions, and self-governing agencies as well as over 370 county, city, school districts, and other public entities. These services include no maintenance or hosting costs.

FY 2021 Performance Highlights

As ITS began Phase 2 of IT Modernization at the beginning of FY 2021, the state was under an emergency declaration order and stay-at-home order directing all businesses and agencies to cease non-essential operations at physical locations. During this time, ITS staff supported a massive remote workforce while working remotely themselves. Other highlights include:

- ITS supported an increase in VPN (virtual private network, required by employees to access the state network) user increased by 532% and bandwidth utilization was up 320%. Security features such as multifactor authentication was enhanced to keep remote workers and systems safe from cybersecurity attacks, which stepped up six-fold during the pandemic.
- Established an Architecture Team to oversee the enterprise architecture, statewide software licensing agreements, IT governance for purchasing requests from agencies, and bulk IT purchases.
 - As a result, they negotiated multiple licensing deals which is a cost savings of \$1.3 million in the first year; \$4.05 million total benefit over five years for all agencies. This includes license cost savings as well as elimination of redundant annual licensing.
 - Idaho government is now being treated as an enterprise system, rather than as an independent series of small or medium organizations with differing prices and features. Features included with each contract is fully compliant with current security standards and has a significant discount per seat by combining the purchasing power of all agencies.
- Formed a new Data Analytics Team to facilitate data sharing between agencies and other organizations and provide data analysis support to supported agencies and policy makers.
 - The team worked with Division of Veterans Services to create a framework to identify all veterans currently living in Idaho to help IDVS better focus efforts and resources to help veterans.
 - ITS created a new GIS application to help the public plan their visit to the state cemetery in Boise. The new mapping system identifies veteran plots and exact location so users can easily find where a loved one is interred.
- Increased local support for agencies, providing 12 new staff located throughout the state in Lewiston, Idaho Falls, and Coeur d'Alene. These staff are onsite with existing supported agencies to minimize additional office space and facilitate better customer service.
- Expanded Business Operations to include a senior financial specialist, senior buyer, and business operation staff. During the pandemic, they carried a huge workload with the addition of \$12.1 million in CARES funding, processing well over 500 purchase orders to buy or renew IT services, hardware, maintenance, software, and licensing.
 - Business Operations worked with Division of Purchasing on a telephone contract recompetes and negotiated an amazing deal which saved the state \$250,000.
- Added two project teams to manage project timelines, budgets, and scope. They currently manage a portfolio of 27 projects with a combined value of over \$22 million. Other projects include:
 - ITS worked with Idaho Department of Fish and Game to replace their licensing system with a dedicated team to rewrite eight applications and secure the new solution to a stable environment.
 - Engineered an automated solution for e-discovery and public records requests. This new tool enables a user to search over 8,000,000 records in minutes versus ten days of manual searching.

- Redesigned the Cemetery Management Database for Division of Veterans Services.
- Added 69 new staff with Phase 2, onboarding all with both virtual and in-person sessions and keeping within DHR mandated timelines. ITS also designed, procured, and built new office space to accommodate all the new staff, including orchestrating multiple office moves due to changing construction schedules.
- The expanded Cybersecurity and Security Operations Team updated the Incident Response Handbook, which collaborated with Risk Management to simplify mandatory incident reporting requirements for all state entities. Additionally:
 - They completed a massive internal vulnerability assessment and penetration test for agencies supported by ITS along with managing the resolution of findings of weaknesses and vulnerabilities in the system.
 - Partnered with DHR to conducted annual cybersecurity awareness training, implement phishing campaigns to test employee security maturity, and ensured every state employee complied with the Governor's mandate.
- The IT Operations Team installed new state-of-the-art firewalls with ten times the capacity of the previous firewalls, providing superior protection of the state network. Additionally:
 - Operations now manages over 680 wireless access points, 128 agency in-house applications, and 1,029 databases.
 - The Service Desk managed an average of 1,165 tickets per week to support 7,055 customers.

Part II – Performance Measures

Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Goal 1 – Strengthen Idaho’s Cybersecurity						
1. Facilitate annual penetration tests and vulnerability scans on all state technology systems. Mitigate 100% of critical issues ⁽¹⁾	actual	N/A	N/A	100%	100%	-----
	target	N/A	N/A	100%	100%	100%
2. Facilitate annual penetration tests and vulnerability scans on all state technology systems. Mitigate 100% of high-level issues ⁽¹⁾	actual	N/A	N/A	100%	100%	-----
	target	N/A	N/A	100%	100%	100%
3. Click through average for employees targets for fake phishing emails ⁽¹⁾⁽²⁾	actual	N/A	N/A	N/A	5.1%	-----
	target	N/A	N/A	N/A	≤5.8%	≤5.8%
Goal 2 – Continue to improve delivery of technology services						
4. Provide redundant connectivity to each state building on the Chinden Campus ⁽¹⁾	actual	N/A	N/A	N/A	0%	-----
	target	N/A	N/A	N/A	0%	50%
5. Replace and upgrade core network to improve reliability, increase bandwidth, and ensure reliable network operations ⁽¹⁾	actual	N/A	0%	10%	25%	-----
	target	N/A	0%	10%	25%	50%
6. Migrate supported agencies to virtual firewall ⁽¹⁾	actual	10%	10%	10%	44%	-----
	target	10%	10%	10%	30%	100%
7. Upgrade phones and integrate with the ITS Call Manager system (includes softphone and WebEx) ⁽¹⁾	actual	N/A	N/A	N/A	3,500	-----
	target	N/A	N/A	N/A	3,500	4,500
8. Transition and support current users to Office365 ⁽¹⁾	actual	N/A	N/A	N/A	4,490	-----
	target	N/A	N/A	N/A	7000	7000
Goal 3 – Evolve the Enterprise						
9. Migrate ITS and agency virtual machines to new, modern server and storage infrastructure ⁽¹⁾	actual	N/A	N/A	N/A	N/A	-----
	target	N/A	N/A	N/A	N/A	340
Goal 4 – Customer Service						
10. Average Service Desk survey results ⁽¹⁾	actual	N/A	4.61	4.7	4.72	-----
	target	N/A	4.5	4.5	4.5	4.5

Performance Measure Explanatory Notes

(1) New measure for FY 2021.

(2) ITS conducts regular phishing campaigns on state employees to test their cybersecurity maturity. These emails target random employees to see if they will click on a link of a suspected phishing email. The national click-through average is 5.8%. Our goal is to train employees well enough to be well below the national average.

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