Part I – Agency Profile

Agency Overview

The Office of Information Technology Service (ITS) was created in 2018 to facilitate a centralized approach for the State of Idaho to acquire and evaluate technology and develop a statewide strategic plan for coordinated information technology (IT) and telecommunications. 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 northern and eastern Idaho locations to better serve our customers. ITS currently supports 44 agencies, boards, and commissions[1].

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.

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 services 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)

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[1] The total number of supported agencies, boards, and commissions is down from prior fiscal years due to the consolidation of organizations into the Division of Occupational and Professional Licenses.

Revenue and Expenditures

Revenue	FY 2019	FY 2020	FY 2021	FY 2022
General Fund	$1,594,400	$2,670,300	$3,182,900	$1,989,000
Tech. Infrastructure Stabilization Fund	$1,188,000	$690,600	$34,319	$0
Admin. & Accounting Services	$8,734,800	$7,631,400	$16,186,274	$13,880,014
Total	**$11,517,200**	**$10,992,300**	**$19,403,493**	**$15,869,014**
Expenditures	**FY 2019**	**FY 2020**	**FY 2021**	**FY 2022**
Personnel Costs	$2,689,700	$5,802,709	$12,136,943	$12,760,524
Operating Expenditures	$2,207,200	$3,510,167	$5,068,601	$2,759,223
Capital Outlay	$717,400	$823,445	$950,916	$2,285
Trustee & Benefits	$5,056,800	$6,370,017	$12,412,534	$10,635,968
Total	**$10,671,100**	**$16,506,338**	**$30,568,994**	**$26,158,000**

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2019	FY 2020	FY 2021	FY 2022
Service desk tickets resolved[1]	1,496	31,062	60,585	64,442
Number of supported customers	469	1,737	7,055	7,055
Unique visitors to the Idaho.gov website[2]	1,933,921	1,924,934	1,898,424	871,904
Total visits to Idaho.gov website[3]	2,456,810	2,384,419	2,270,761	1,071,936
Unique visitors to Cybersecurity.Idaho.gov	N/A	N/A	12,284	11,444
State of Idaho employees completing cybersecurity training	14,749	16,497	14,272[4]	15,469
Total number of emails inspected[5]	N/A	N/A	N/A	61 million
Total blocked and rejected emails containing suspected malicious content[6]	N/A	N/A	N/A	9.2 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) FY 2021 was corrected from 18,247 to 14,272 to reflect consistent reporting methods.
(5) Includes inbound, outbound, and internal emails. ITS migrated to a new email filtering product with a different reporting process. This updated key service expands previously reported metrics.
(6) ITS migrated to a new email filtering product with a different reporting process. This new key service combines two separate key services previously reported.

FY 2022 Performance Highlights
Highlight of activity during FY 2022.

Security:

- Created and published a comprehensive Cybersecurity Policy Manual for ITS.
- Completed an Innovative Readiness Training contract for 2022 through 2024 with the Idaho National Guard. As part of this effort, ITS recruited two counties and two school districts to complete assessment and penetration testing with the Idaho National Guard in 2022.
- Completed and passed the CJIS audit. The FBI's Criminal Justice Information Services (CJIS) framework outlines 13 policy areas that all government agencies must follow when dealing with criminal justice information.
- Conducted two interagency cybersecurity tabletop exercises, improving our team's preparedness and coordination skills by deliberating on various simulated emergencies or rapid response situations.
- Assisted Boise State University with a Butte County cybersecurity audit.
- Updated the online incident response form for ease of reporting cybersecurity incidents.
- Created and implemented a new RISK Acceptance process and form allowing ITS to document known risks to the ITS environment and keep track of actions to mitigate said risk.
- Updated or created five IT policies through the Idaho Technology Authority (ITA).
- Created a cybersecurity mentorship program to help new cyber warriors in their roles.

Operations:

- Completed a major technology upgrade to the Idaho State network that connects all state agencies. This technology, known as "SmartOptics," allowed ITS to create additional network redundancy to ensure higher levels of overall network availability to our customers. This upgrade also allows ITS to plan for adequate future bandwidth capacity to meet the demands of state agencies in fulfilling their missions and to ensure that Idaho Citizens have reliable and fast service when interacting with their state government.
- Completed a multi-million dollar statewide network upgrade for the Idaho Department of Correction (IDOC) funded via CARES stimulus funds. This included major circuit upgrades, fiber optics upgrades, replacement of the entire IDOC network equipment statewide, and the replacement and upgrade of the IDOC wireless network. These upgrades address issues of poor performance and poor reliability which hindered IDOC in the performance of its mission.
- Completed the upgrade and standardization for all ITS-supported agencies on the Microsoft 365 platform. This allowed the ITS-supported agencies to all operate on the latest Microsoft Office suite, as well as other benefits related to collaboration and security. This benefits the state through improved communication, collaboration, and interaction with Idaho citizens.
- Assisted Idaho Division of Veterans Services (IDVS) with the development, design, and procurement of the technology required to operate its newest Veteran's home in Post Falls, scheduled to come online in the fall of 2022.
- Completed a major upgrade of the IDVS statewide network and phone system that replaced aging and failing systems, improved reliability, and improved overall system performance for the agency. Additional work to improve the network availability at the Veteran's homes across the state is also currently being implemented to ensure the life/safety requirements of the homes are met.
- Implemented new server and storage infrastructure, and began migrating ITS-supported agencies from older, failing, and end-of-life platforms to a new, high-performance infrastructure, including system backups. This will ensure the availability of critical agency systems and information that is used to directly support Idaho citizens and protect their information.
- Provided significant support to Idaho State Tax Commission (ISTC) in the migration of the state tax management system, GENTAX, to the Colorado-based service provider, FAST Systems. This moves the system from an in-house supported platform to a cloud-based, vendor-supported system. This was a multi-million dollar effort that was supported by Idaho legislation and was completed successfully as a result of the team effort between ISTC and ITS.

- Implemented a new cloud-based Unified Endpoint Management software allowing for computers to be factory-provisioned, properly encrypted, patched, and managed remotely without the dependency of the computer being connected to the state network.

Business Operations:

- Issued a total of 972 purchase orders:
    - 667 for supported agencies
    - 258 for ITS in support of agencies
    - 47 for non-supported agencies
- Processed 2,031 invoices and 3,635 interagency billings.
- Awarded six new contracts in FY 2022, including fiber, a password manager, computer recycling, and a multiple award for IT peripherals and optics.
- Renewed seven contracts including data communications, support and services software, and a multiple-award for network services, dark fiber, and SIP trunks (telecommunications).

Data Analytics

- Established a cloud-agnostic data lake for cross-agency usage. This data lake can be used outside of standard domains and is always encrypted both in-situ and in-transit.
- Established an export transform and load pathway between the ITS Service Desk ticketing system and the data lake. This establishes the standard usage model for all upcoming projects.
- Produced a twice-daily metrics report for internal ITS management.
- Working with the State Epidemiological Outcomes Workgroup to establish a dynamic analytic report for their next reporting requirement.
- Working to establish an Open Data Portal for all agency usage, to allow citizen access to information from around the state.

Part II – Performance Measures

Performance Measure		FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Goal 1 – Strengthen Idaho's Cybersecurity						
1. Mitigate 100% of critical and high-level issues identified through vulnerability scans and penetration testing within 90 days of reporting. [1]	actual	N/A	100%	100%	95%	-----
	target	N/A	100%	100%	100%	100%
2. Facilitate cybersecurity training to raise employee awareness, measured by an employee click rate on phish training emails below the national average of 5.8%. [2]	actual	N/A	N/A	5.1%	4.3%	-----
	target	N/A	N/A	≤5.8%	≤5.8%	≤5.8%
Goal 2 – Continue to improve the delivery of technology services						
3. Continuous improvement to the core network to improve reliability and increase bandwidth, measured in total uptime. [3]	actual	N/A	N/A	N/A	99.9%	-----
	target	N/A	N/A	N/A	99.9%	99.9%
4. Migrate supported agencies to virtual firewalls.	actual	10%	10%	44%	88%	-----
	target	0%	10%	25%	50%	95%
5. Transition and support a total of 7,000 end users to the upgraded Microsoft Office365 platform.	actual	N/A	N/A	4,490	6,067	-----
	target	N/A	N/A	7,000	7,000	7,000
Goal 3 – Evolve the Enterprise						
6. Migrate ITS and agency virtual machines to new, modern server and storage infrastructure.	actual	N/A	N/A	N/A	221	-----
	target	N/A	N/A	N/A	390	390
Goal 4 – Organizational Excellence						
7. Average Service Desk survey results.	actual	4.61	4.7	4.72	4.6	-----
	target	4.5	4.5	4.5	4.5	4.5
8. Resolve tickets within Service Level Agreements at least 90% of the time. [4]	actual	N/A	N/A	N/A	89.46%	-----
	target	N/A	N/A	N/A	90%	90%

Performance Measure Explanatory Notes

(1) This measure was combined with another from prior years. The measure now accounts for both critical and high-level issues rather than measuring them independently of one another. The mitigation efforts for FY 2022 are ongoing due to the timing of the penetration test in June 2022.

(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 to a suspected phishing email. The national click-through average is 5.8%. Our goal is to train employees well enough to be below the national average.

(3) This is a new measure for FY2022. Target uptime is consistent with the Service Level Agreement, Exhibit C. Downtime does not include external factors beyond ITS control; for example, road construction crews accidentally cutting fiber lines or vendor-initiated outages.

(4) This is a new measure for FY2022. Target uptime is consistent with the Service Level Agreement, Exhibit C.

For More Information, Contact:

Contact Name: Kristin Bartz
Title/Position: Management Assistant/Communications
State Agency: Information Technology Services
Address: 11331 W. Chinden Blvd., #B201
Boise, ID 83714
Phone: (208) 605-4064
E-mail: Kristin.Bartz@its.idaho.gov