

# Department of Technology Services

2016  
**Annual Report**

October 2016

# DEPARTMENT OF TECHNOLOGY SERVICES

## Overview

The Department of Technology Services (DTS) is the technology service provider for the Executive Branch of the State of Utah, offering state agencies a wide variety of services. DTS works together with state agencies to transform government through the effective use of technology.

DTS, under the State’s Chief Information Officer (CIO), has transitioned the agency to optimize all IT resources and services for the state of Utah in one department to improve accountability, reduce costs, increase services to taxpayers, and more closely align IT with the business needs of the state of Utah.

Utah.gov has more than 1,200 online services. The growing portfolio of technological applications is the result of an evolving strategy designed by agencies, working in cooperation with DTS, to keep Utah in the forefront by utilizing IT tools to better serve business customers and the residents of the State.

DTS has developed four cornerstones, which represent the agency’s main areas of focus. All activities, statistics, accomplishments, and initiatives directly relate to efforts in achieving these four goals.

Exceptional Customer Service

We will enable our customers to meet their business objectives by providing exceptional customer service.

Information Security

We will protect the information assets of the State and provide a safe digital environment.

Employee Success

We will provide an environment that allows for professional growth and individual fulfillment.

Innovative Technology

We will provide the best technology available to our partner agencies at a competitive rate, to help them achieve their goals and serve the residents of the State.

## Internal Service Fund

DTS operates as an internal service fund, and charges rates for services to state agencies based on service demands. DTS service rates are reviewed and approved on an annual basis in advance of the fiscal year to assist agencies and GOMB in the annual budget recommendation to the Legislature. Through its prescribed rate process, DTS develops rates that more accurately reflect actual costs.

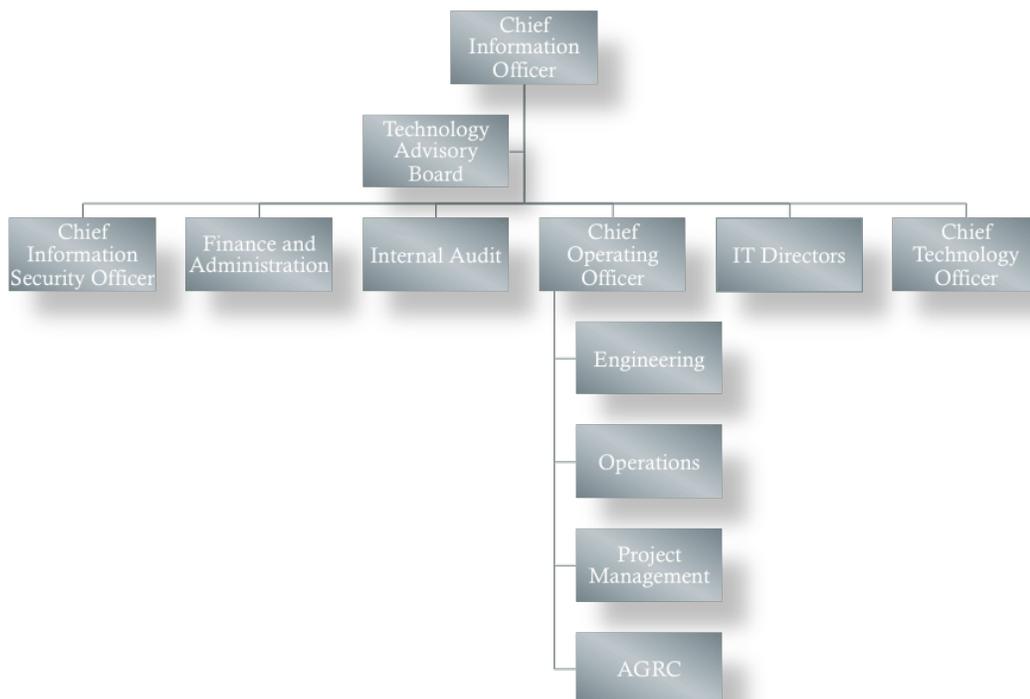
## Activities

DTS is engaged in a wide range of IT endeavors and supports the following:

- Over 2,400 Servers
- 20,000 Desktop Computers
- 125 Million Internet Connections Daily
- Over 1,200 Online Services for Residents
- Over 22,000 Telephones
- Security Against More than 250 Million Attempted IT Intrusions Daily
- Over 4,000,000 Visits to Utah.Gov per Month

## Organization Structure

The Utah Department of Technology Services is organized to address functions identified in state statute: agency services, integrated technology, and enterprise technology. DTS has incorporated these areas into one organization to provide services to state agencies.



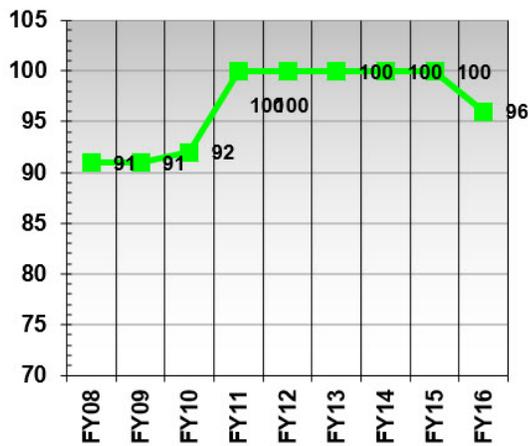
## Performance and Statistics

### Internal Service Fund Rate Market Comparisons

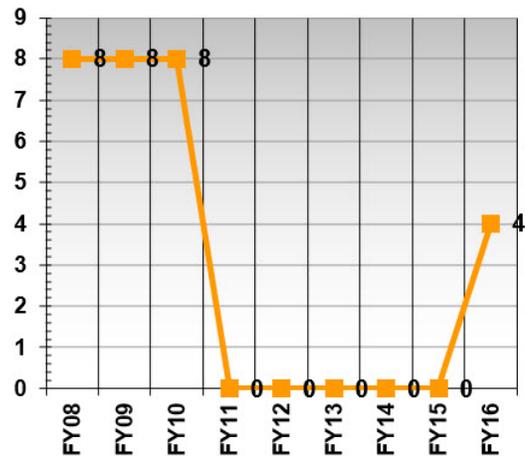
A comparison study was conducted by an outside entity, SAIC, at the request of DTS to comply with legislative mandates that DTS conduct periodic market analysis of its internal service fund rates. SAIC compared DTS rates for network and desktop computing, storage, database hosting, server management, data center rack space, project management, application development, consulting, web development, and other services. SAIC’s benchmarks include state government technology organizations in 20 other states as well as commercial rate data.

Results of the study indicate that relative to rates charged by other technology organizations, DTS rates are 96% Reasonable to Best Value in FY 2016. Additionally, the percentage of rates found to be Less Reasonable is 4% in FY 2016, as shown in the following charts. DTS has opted to no longer offer the Wiring Design and Consulting service in house, as it is no longer competitive. The service is now offered to agencies through a contract with an outside entity.

**Services found to be "Reasonable" to "Best Value" 100%**



**Services found to be "Less Reasonable" 0%**



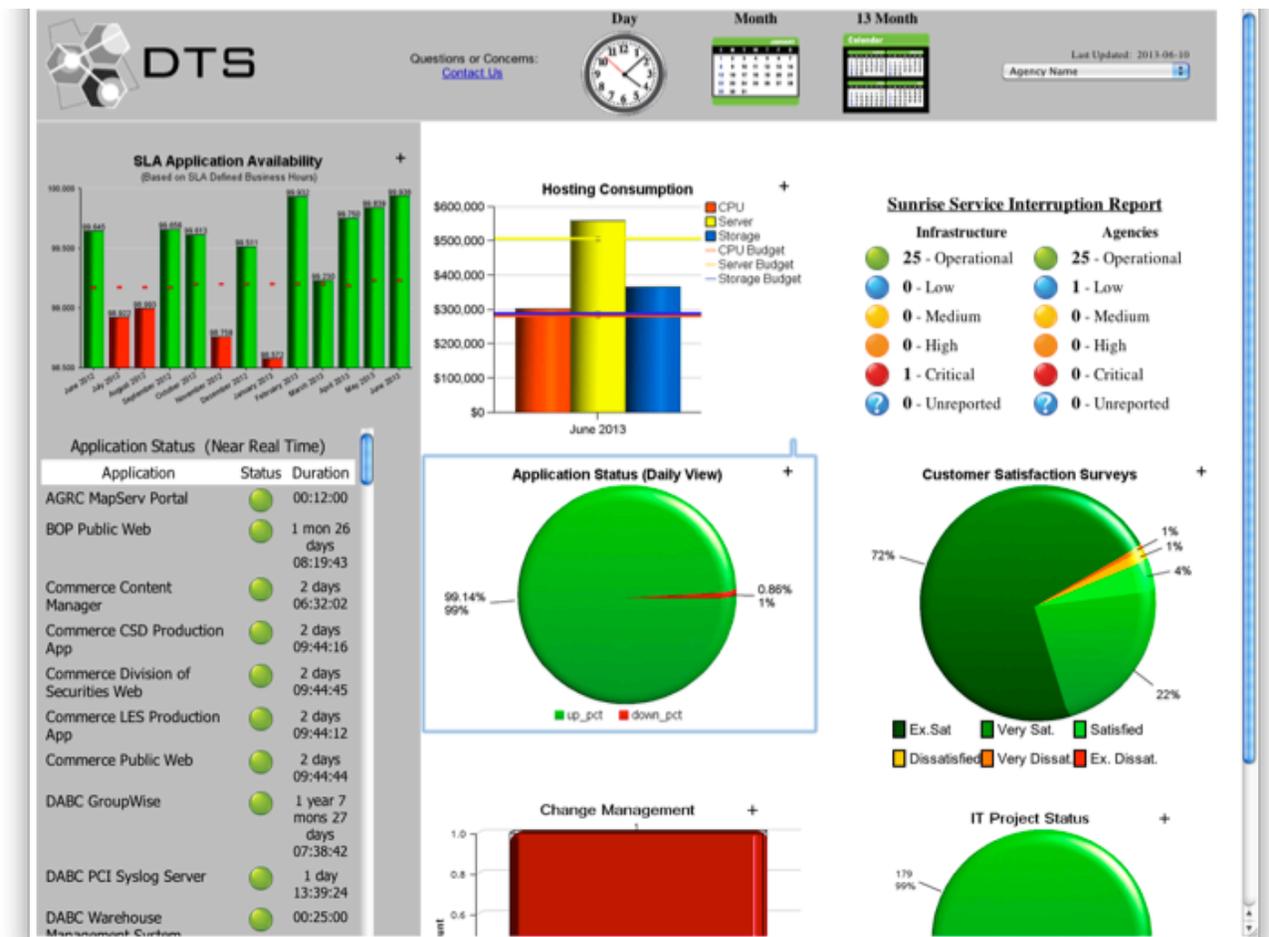
### Service Level Agreements

DTS continues to utilize and track Service Level Agreements (SLA), which establish clearly defined and agreed-upon IT services to customers. SLAs ensure that DTS and the customer agency have a common understanding of the levels of service required in the key areas of IT service. SLAs are designed to be easily understood by all parties to ensure

ongoing discussion, evaluation, and improvement. These agreements provide a clear relationship between IT costs and services, enabling agencies to make better business decisions and ensuring alignment with service-level priorities.

## DTS Dashboard

Information technology strategic goals and initiatives are measurable in terms of results, completion of deliverables, and adherence to cost estimates and project timelines. DTS utilizes a Dashboard to measure DTS' success in achieving goals and demonstrate areas where improvement is needed. Stakeholders can review the metrics real time. DTS reviews the status on a daily basis through the Sunrise Service Interruption Report, which alerts users to any issues that may arise during the day. DTS also holds monthly customer service meetings with management to discuss any potential issues or areas for improvement. DTS will continue to develop metrics based on the Strategic Plan that will be useful for the department, and will enable better business practices and measurements for the success in providing excellent service to customers at a reduced cost.



## Financials

DTS provides IT services to state and other governmental institutions and collects revenues by charging rates for service pursuant to internal service fund (ISF) statute. As a result of consolidation, DTS has saved state government from FY2007 to FY2014 over \$145 million cumulative or \$30 million ongoing while at the same time increasing services in many areas.

The following chart shows changes in ISF Net Income from FY2010 to FY2016. DTS continually strives to create value for customers while meeting financial obligations. As a result of efficiencies, DTS gave customers a rebate of over \$2 million in both FY2012 and FY2015, and a \$500,000 rebate in FY2016. DTS has made a conscious effort to use the positive Net Income to fund new projects, capital investments, and to not raise rates for customer agencies.

FY2010 Net Income	FY2011 Net Income	FY2012 Net Income	FY2013 Net Income	FY2014 Net Income	FY2015 Net Income	FY2016 Net Income
\$2,914,562	\$1,312,297	(\$2,600,736)	(\$2,508,914)	\$1,434,446	(\$1,354,475)*	\$667,310

*\*Does not include federal rebate of \$5.5 million*

For seven out of the past ten rate proposals, DTS has kept rates the same or decreased rates in total to customer agencies. In FY2015, DTS raised certain rates to enhance cyber-security efforts in the State. This is quite an accomplishment considering that there have been increases in employee compensation each year and other expenses where DTS found efficiencies to cover the added costs.

## FY2016 Accomplishments

The following is a brief sampling of the DTS accomplishments over the past year. A complete list can be viewed in the 2016 Accomplishments Report on the DTS Web site ([dts.utah.gov](http://dts.utah.gov)).

### Expanding Digital Government Into New Platforms

In April 2016, Utah introduced the first state government skill for Amazon Echo, a new breed of digital assistant that lets users interact with the device using natural speech. Residents are able to take an interactive driver license exam or learn facts and information about the state by asking Echo a simple question. Utah.gov also added the capability to link appointments with Google Now’s popular cards functionality so that residents can more easily be notified of any appointments.

## Accessibility

In response to legislation, DTS developed a rule to help ensure that websites and other information technology systems are accessible by the disabled. Compliance language is now included in all technology procurements and DTS developers completed accessibility training.

## Security Updates

DTS has made several efforts throughout the year to improve data security including: a centralized solution that logs and monitors event information on systems; conducted a security assessment of 23 executive branch agencies using an outside third party auditor, and developed a plan to improve security posture based on findings from the assessment; and developed and implemented an Incident Response plan that is used for guidance when responding to security events.

## Asset Management Tool

DTS has leveraged the asset management module of ServiceNow to provide automated inventory processing and documentation. For FY16, the scope was laptop and personal computers. The new asset management solution tracks an item from the moment it is ordered until it is surplus. Desktop support staff use smartphones and third-party software to scan and track devices from cradle to grave.

## Cost Savings

Over the past year, DTS has been able to realize \$838,788 cost savings through volume discounts for IT equipment purchases. The savings have been passed on to the agencies, helping to lower the overall amount paid for computers and other IT equipment and services.

## FY2017 Initiatives

The following is a brief sampling of the estimated 200 technology initiatives underway throughout Executive Branch agencies, each supported by DTS. A complete list of initiatives can be viewed in the FY 2017 IT Plan on the DTS Web site ([dts.utah.gov](http://dts.utah.gov)).

## DTS SUCCESS Framework Projects

In support of the Governor's SUCCESS Framework initiative, DTS has identified three projects to help improve efficiency within the department.

**Application Development** – DTS is now collecting scorecard information for each development project that is closed. The scorecard gathers feedback related to the success of key aspects of projects, such as documentation, constraints, management, testing, quality, and satisfaction.

**Data Security** – DTS is tracking improvements in data security using an ongoing systematic prioritization of high-risk areas across the state. DTS has validated that this system of detection, triage, prioritization, and mediation has increased the speed at which threats and attacks are identified and eliminated. A group of dedicated DTS staff is organized around this system—working to identify and mediate threats on a 24/7 basis.

**Procurement** – DTS has identified a need to improve delivery time to procure and deploy desktops and laptops to state agencies. DTS has defined goals and is tracking the total time for the procurement process.

## Single Sign On Business Database

The Utah Legislature has charged the Department of Technology Services (DTS) with the task of developing an integrated Single Sign On (SSO) business portal. The SSO business database will be a single source of information for business owners & citizens who will be able to logon and have any pertinent information (such as permit renewals, tax information, business registration systems, etc) delivered to their own personal dashboard. The site will have alerts sent out to consumers through email or instant messaging to notify them of any pertinent information that might be occurring as per their requests.

## Justice Reinvestment Initiative

The Utah Legislature has charged the Department of Technology Services with the task of developing an integrated system for the delivery of services to vulnerable populations. Vulnerable populations have been defined as homeless individuals and families, individuals with mental illness and substance abuse issues, and individuals undergoing rehabilitation through the criminal justice system. DTS is in the process of planning and scoping a solution that will meet the combined needs of various stakeholders involved in supporting and providing these services.

## Electronic Driver License

The driver license is not only the identifying document that allows people to drive a vehicle, but has also become a key document for other types of authentication such as at banks, retail outlets, air travel, etc. With all of that in mind, however, the driver license is one

of the last document types to go digital. HB227, passed by the 2016 Utah State Legislature requires that the Department of Public Safety and the Department of Technology Services work together to identify the challenges and the opportunities to developing an electronic or digital driver license.

## **Automated Geographic Reference Center**

The State Geographic Information Database (SGID) is Utah's library of digital map layers, stewarded by AGRC. This year AGRC plans to complete the publishing of the SGID data resources to web services hosted by state agencies and in the public cloud. This will allow GIS users around the state to make live connections in their visualization and locations analytics applications, to the latest versions of the hundreds of map layers that depict and describe Utah's built infrastructure, natural resources, and designated boundaries.

## **Alcoholic Beverage Control**

The current ERP/WMS system used at DABC is obsolete. The company responsible for the software announced that December 2016 is the end of life for this product. DABC will be replacing this system with Microsoft Dynamics AX.

## **Agriculture and Food**

DAF is currently evaluating potential solutions to replace the existing licensing and registration application, which could also be used for field inspections and reporting.

## **Administrative Services**

DAS will improve transparency and provide meaningful metrics for decision making by utilizing Cognos reporting tools across DAS agencies

## **Commerce**

The KTA / KTM Document Workflow Automation will improve productivity and reduce time to process paper documents for the Department of Commerce.

## **Corrections**

Corrections will continue work on the Justice Reinvestment Initiative to reform Utah's criminal justice system. The entirety of the project will involve: Department of Corrections, Board of Pardons, Adult Probation & Parole, the court system, local law enforcement, the Division of Substance Abuse and Mental Health, and other entities. The project involves the creation of the offender screening tool and database.

## Environmental Quality

Components of DEQ's document management system will be upgraded to take advantage of new features and replace end of life technologies. The scan engine (Kofax) will be replaced with an integrated solution (Captiva).

## Financial Institutions

DTS will assist DFI in the replacement of laptop and desktop computers for the upgrade to new applications.

## Governor's Office

The Office of Constituent Services will be upgrading from a custom application to a commercial solution. It is anticipated that the solution will be in place by the 2017 Legislative Session and will give the office a more robust tool set to catalog and respond to constituent inquiries.

## Governor's Office of Economic Development

GOED plans to increase the usage of Salesforce across all divisions to enhance lifecycle management activities.

## Health

Health will continue efforts to implement the new PRISM project, which is a replacement for Medicaid Management System.

## Heritage and Arts

Heritage and Arts is replacing the custom application Preservation Pro with a commercial solution. The commercial solution will eliminate reliance on the DTS development staff with most changes made in configuration rather than requiring hard coding.

## Human Resource Management

DHRM plans to rewrite the Human Resource Information System. This system provides HR support to the State of Utah enterprise. All state employee use this system.

## Human Services

DHS will continue work on the System of Care project, which is for children with complex behavioral needs who are in DHS custody or at risk of custody. The home and community based services provided under the grant are designed to support children and families and increase the likelihood that the youth are able to remain in their homes, schools and communities.

## Insurance

Insurance will implement the Enterprise Content Management System to improve workflow and productivity by integrating an ECM system with existing SIRCON system

## Labor Commission

The Labor Commission will migrate JBoss onto TOMCAT with Spring/Hibernate for the agency's existing Web Based Applications.

## Natural Resources

DNR has invested in a very configurable Resource Management solution (Triraga by IBM), which has been implemented in Forestry, Fire, and State Lands as a land management solution. Other divisions are starting projects to utilize this solution for their individual needs.

## Public Safety

DPS will be changing the database architecture to increase capacity and improve the security provided.

## Tax Commission

The Tax Commission will upgrade the VADRS system to version 10 of base code.

## Transportation

The Masterworks project will replace several legacy systems in use at UDOT. Masterworks will automate the phases of the capital project construction life cycle from capital planning, bidding, contract management, mobile inspection, right of way management and out-year asset maintenance.

## Workforce Services

DWS will continue efforts to modernize eRep, including the removal of the legacy Curam framework, utilize more open source components, prepare infrastructure for facilitated maintenance/modularity/current/high security basis of eREP going forward.

## Emerging Issues

A DTS Strategic Plan was published for 2016-2019 which includes several emerging issues.

- Privacy and Security Standards
- Customer Service

- Accessibility
- Mobility
- Voice and Network
- Application Development
- Data Management
- Project Management
- Digital Government
- Efficiency in Data Center and Network Operations
- Asset Management

The DTS Strategic Plan has contributed to the Enterprise Plan and has been utilized for the IT Plans as developed by agency business requirements. The DTS Planning Model ensures successful coordination of the Agency Business Plans and the DTS Strategic Plan. DTS Operation Plans have been developed in order to ensure successful execution of the strategic goals.

## Awards

The state of Utah, in partnership with Utah.Gov, has received the following national awards and recognition for its electronic government services:



Utah received an “A” grade in the 2016 Digital States Survey by the Center for Digital Government. Utah is one of only five states in the country to receive an “A” grade in this year’s Digital States Survey. An “A” grade represents states that have demonstrated results in all categories of the study, including data management, policy alignment, adaptive leadership, citizen engagement, and innovation.



The [Center for Digital Government](#) recognized [Utah.Gov](#) as the second place winner in its Best of the Web competition. The annual awards recognize state governments for their work to engage citizens online.



The [Digital Government Achievement Awards](#) recognized [Utah Watershed Restoration Initiative](#) in the Driving Digital Government State government category. The award highlights outstanding agency and department websites and applications.



The [Best of State Awards](#) selected Utah.Gov as the winner of Utah's Best Community Development Web-based Community Resource award.



The [Best of State Awards](#) selected the [Utah Hunting and Fishing](#) mobile application as the winner of Utah's [Best Sports & Recreation Products](#) award.



[StateScoop](#) selected the Utah [Department of Health's](#) Office of Vital Record's [Silver 2.0](#) as a Top 50 Finalist Innovation of the Year.



[StateScoop](#) selected the Utah Department of Technology's David Fletcher as a Top 50 Finalist State Executive of the Year.



The [American Business Awards](#) selected [Utah.Gov](#) as a [Best Overall Web Design](#) Gold Stevie Award winner.



The [Web Marketing Association](#) selected [Utah.Gov](#) as an Outstanding Website for the 2016 [Internet Advertising Competition Awards](#).



The Horizon Interactive Awards selected Utah.Gov as a Silver Award Winner.



The [AVA Digital Awards](#) selected [Utah.Gov](#) as a Gold Award Winner for excellence in digital communication.



The Communicator Awards selected Utah.Gov as a Communicator Award of Distinction winner.



[Utah.Gov](#) was recognized as [Best in Class](#) by the Interactive Media Awards. The Best in Class award is the highest honor bestowed by the organization. It represents the very best in planning, execution, and overall professionalism.

## Conclusion

The primary activities of DTS in the coming year will focus on securing the State's data assets, and the continued optimization of IT resources across the State. IT services continue to evolve, exposing new opportunities for enterprise shared services, improvements in service effectiveness, and accountability to customers. Ongoing efforts are underway to optimize service offerings within the evolving technical architecture and business requirements of State agencies, local governments, and inter-branch collaboration with the Legislative and Judicial Branches. DTS will continue to partner with State Agencies in order to improve services for the residents of Utah.