

October 09, 2020

2020
Annual Report

SECURITY · ECONOMIC DEVELOPMENT · OPERATIONAL
EXCELLENCE · QUALITY OF LIFE · ENGAGED WORKFORCE

UTAH DEPARTMENT OF
TECHNOLOGY SERVICES

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OVERVIEW



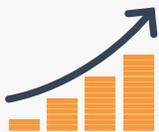
The Department of Technology Services (DTS) is the information technology (IT) service provider for the executive branch of the State of Utah, offering state agencies a wide variety of services. The vision of DTS is to be a technology leader that delivers value and simplifies the lives of Utah residents.

DTS, under the state's chief information officer (CIO), has optimized all IT resources and services for the State of Utah into 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 1,400 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 of the field of technology by

utilizing IT tools to better serve business customers and the residents of the state.

The mission of DTS is to provide innovative, secure, and cost-effective technology solutions that are convenient and empower our partner agencies to better serve the residents of Utah. DTS has developed five cornerstones that represent the agency's main areas of focus. All activities, statistics, accomplishments, and initiatives directly relate to efforts in achieving these goals.



Stimulate Economic Development

Promote innovative services to businesses

Develop easy-to-use digital business services from anywhere



Elevate Operational Excellence

Foster strategic partnerships with agencies to provide value and solutions that meet agency needs



Improve Quality of Life

Develop and support easy-to-use, accessible, and innovative government services

Promote innovative solutions to enhance agency service delivery



Enhance Security & Compliance Excellence

Create a mindset of: Security is everyone's job

Promote a culture and technologies that instill trust and support regulatory compliance



Ensure an Engaged Workforce

Facilitate a Work from Anywhere environment

Leverage technology to make it easier for employees to do their job

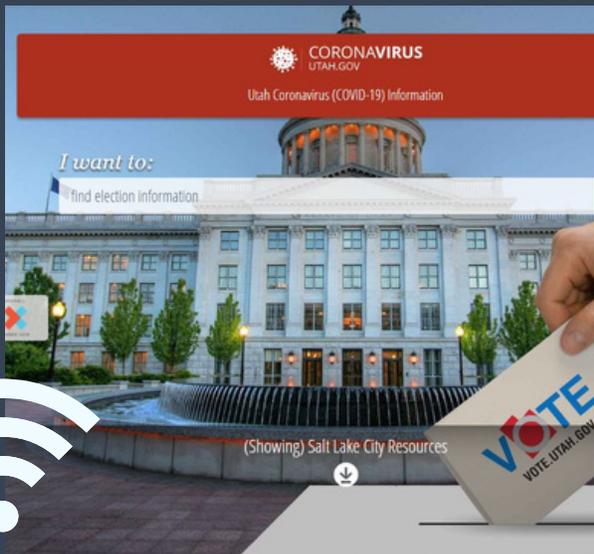
Internal Service Fund

DTS operates as an internal service fund (ISF) and charges rates for services to state agencies based on service demands. DTS service rates are reviewed and approved annually in advance of the fiscal year to assist agencies and the Governor’s Office of Management and Budget in the annual budget recommendations to the legislature. Through its prescribed rate process, DTS develops rates that accurately reflect actual costs.



Activities

- DTS is engaged in a wide range of IT endeavors and supports the following:
- over 1,800 servers;
 - 20,000 desktop computers;
 - 1.4 million internet connections daily;
 - over 1,400 online services for residents;
 - over 15,000 telephones;
 - security against almost two billion attempted IT intrusions daily; and
 - over 4,000,000 visits to Utah.gov per month.



Organization Structure

DTS is organized to address functions identified in state statute, as shown in the following organization chart.



DTS Organization Structure

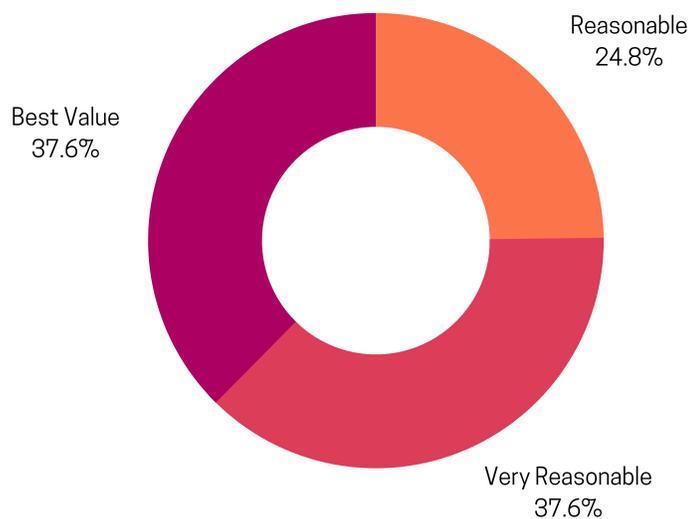


PERFORMANCE AND STATISTICS

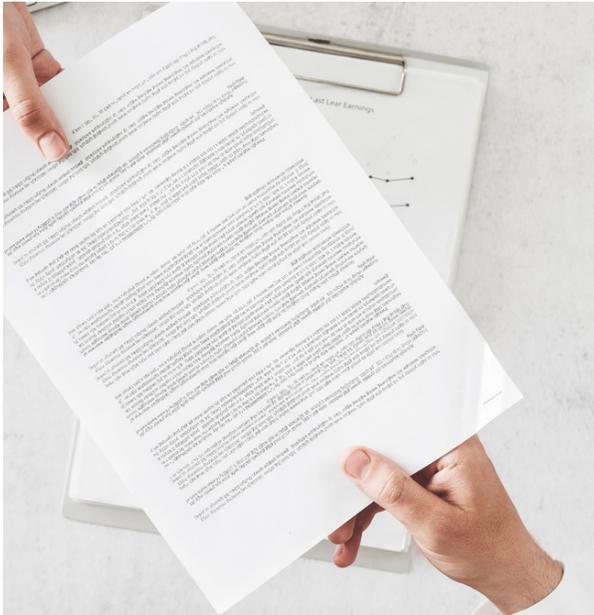
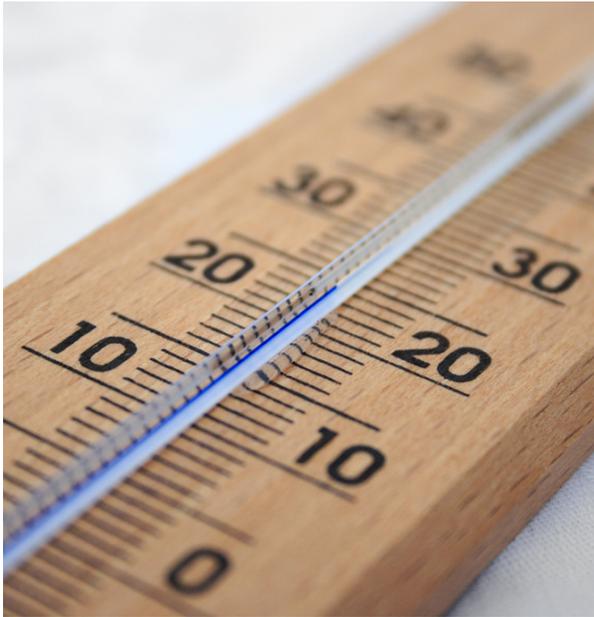
Internal Service Fund Rate Market Comparisons

A comparison study was conducted by an outside entity at the request of DTS to comply with legislative requirements that DTS conduct periodic market analysis of its ISF rates. The study 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. The study's benchmarks included state government technology organizations in 35 other states, as well as commercial rate data.

Rate Market Comparisons



Results of the study indicate that relative to rates charged by other technology organizations, DTS rates are 100 percent Reasonable to Best Value in FY 2020, as shown in the figure above.



Service Level Agreements

DTS continues to utilize and track service level agreements (SLAs), 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.

Performance Measures

IT strategic goals and initiatives are measurable in terms of valuable results, completion of deliverables, and adherence to cost estimates and project timelines. DTS utilizes a dashboard to measure success in achieving goals and to highlight areas where improvement is needed. Stakeholders can review the metrics in real-time. DTS reviews the status of these metrics 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 [DTS Strategic Plan](#) that will be useful for the department and will enable better business practices and measurements for success in providing excellent service to customers at a reasonable cost.

DTS has identified three additional performance metrics as part of the governor's SUCCESS Framework. The SUCCESS Framework is a set of management principles designed to boost the quality and efficiency of government services with the goal of creating more value for every tax dollar invested.

Application Development

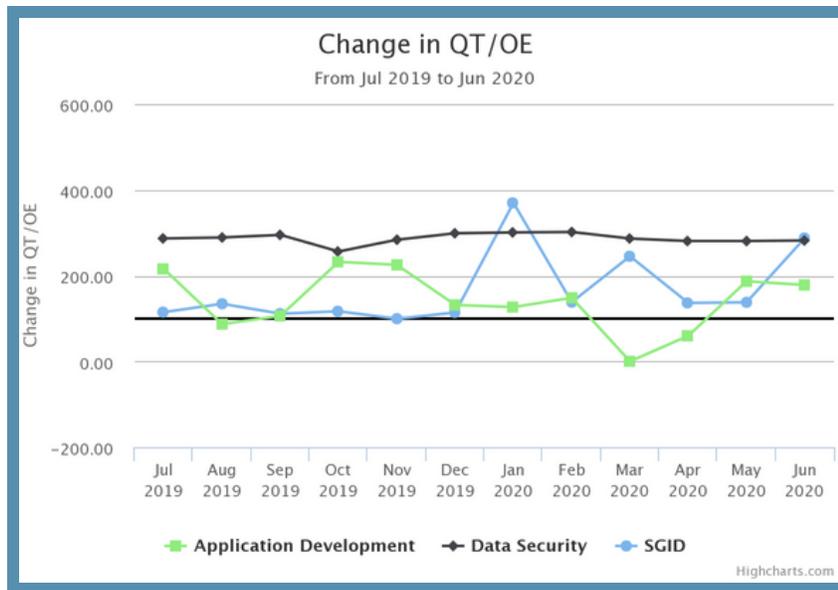
Agencies rely on many applications provided by DTS to conduct agency business. The application projects must be completed on time and within budget, meet the agencies' requirements, and remain secure. After completion of every DTS application development project, the agencies complete a scorecard to rate the service provided by DTS.

Data Security

As new and more sophisticated IT threats surface almost every day, DTS must continually work to improve the security of the state's data. DTS established a data security SUCCESS strategy with the goal of increasing the overall security of the state's data systems. At the core of the data security SUCCESS strategy is an ongoing systematic prioritization of high-risk areas across the state.

State Geographic Information Database

The Automated Geographic Reference Center (AGRC) offers the State Geographic Information Database (SGID) service, which provides a one-stop download and web service access to hundreds of geographic information system (GIS) map data layers developed, aggregated, or acquired by state government. DTS established a goal to ensure that the SGID is available to all users and reduce duplication of efforts.



Financials

DTS provides IT services to state and other governmental institutions and collects revenue by charging rates for service pursuant to ISF statute. As a result of consolidation, DTS has saved state government from FY 2007 to FY 2018 over \$242 million cumulative or \$30 million ongoing while at the same time increasing services in many areas. A cost savings audit is currently being conducted for FY 2019 and FY 2020.

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 FY 2012 and FY 2015; \$500,000 in FY 2016; \$800,000 in FY 2017; \$2.1 million in FY 2018; \$1.4 million in FY 2019; and \$1.7 million in FY 2020. DTS has made a conscious effort to use the positive net income to fund new projects and capital investments and to not raise rates for customer agencies.

The following table shows changes in ISF net income from FY 2012 to FY 2020.

Changes in ISF Net Income from FY 2012 to FY 2020								
FY 12	FY 13	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20
(\$2,600,736)	(\$2,508,914)	\$1,434,446	(\$1,354,475)	\$667,310	\$5,865,000	\$4,365,849	\$3,007,863	\$3,306,797

For nine of the past ten rate proposals, DTS has kept rates the same or decreased rates in total to customer agencies (not including the legislative-funded compensation package). Since FY 2015, DTS has not raised certain rates to enhance cybersecurity efforts in the state. This is quite an accomplishment considering that there have been increases in technology expenses where DTS found efficiencies to cover the added costs.

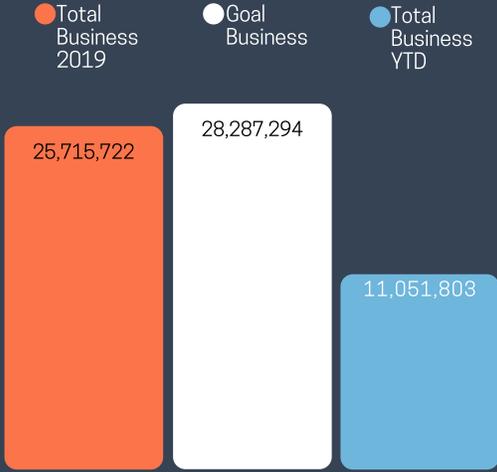
Complete DTS financial statements can be viewed on the DTS website at dts.utah.gov.



Strategic Plan Metrics

Digital Transactions

GOAL: **Increase** count of digital transactions **by 10%** annually



Cost Savings to Citizens

GOAL: **Improve** savings by **10%**

\$67 M

Security Threat Detection

Threats detected this year:

475 B

Infrastructure Projects

GOAL: **Improve** throughput **by 25%**

ACHIEVED: 171% of goal



IT Project Value Scores

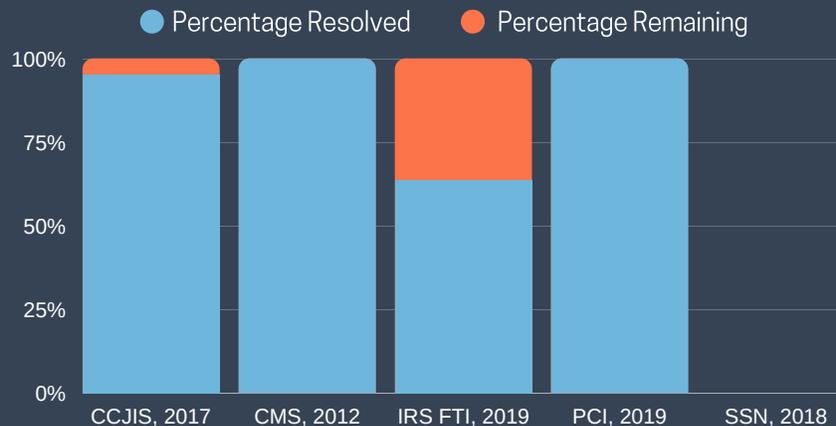
GOAL: **Maintain** value score **above 85%**

Current Score: **89.5%**

Audit Compliance

ACHIEVED: 63.09%

GOAL: **Reduce** count of audit findings **by 25%**



Customer Satisfaction

GOAL: **Maintain** an average rating above 90%

Current Score:

98.2%

FY 2020 ACCOMPLISHMENTS

The following is a brief sampling of the DTS accomplishments over the past year. A complete list can be viewed on the [DTS website](#).

Increase in Telecommuting Capability

Due to the COVID-19 pandemic, the state needed to quickly expand the telecommuting capability of state employees. To address this increase in telecommuting demand, DTS helped agencies quickly get laptops, connect to the state's secure network through an expanded VPN effort, and utilize collaboration and video conferencing tools to effectively communicate with coworkers and the public. Providing updated, secure computer resources for office staff to work at home has helped agencies continue to fulfill their responsibilities and deliver quality services to the people of Utah.



Palo Alto VPN Migration

DTS chose the Palo Alto VPN to replace the current Cisco VPN due to Cisco's incompatibility with SAML. As COVID-19 became an employee health concern, DTS determined that all state employees should have access to the Palo Alto VPN in order to enable secure telecommuting. Due to the urgency of this need, the endeavor was headed by Paul Kearsley and was referred to as the "All Hands VPN Project."

The project team held stand-up meetings twice daily to coordinate various infrastructure teams' work and contributions to the migration. These groups included the Network Operations Center, Hosting Operations, Hosting Engineering, Network Engineering, Help Desk, and both Desktop Support and Desktop Engineering. IT directors, campus managers, and infrastructure managers were also essential in preparing their campus/agencies for the migration process.

Through a herculean effort and many hours of work, the "All Hands" project was completed successfully. The project team was able to identify, configure, and migrate to the Palo Alto VPN 186 Cisco VPN groups with 12,968 members, all in two months' time. This success would not have been possible without the project team's dedication to forging positive working relationships with various groups throughout DTS. These relationships will be valuable for multigroup projects in the future.

DTS Implementation of Adobe Sign

DTS has completed the first phase of the Adobe Sign rollout. This effort included launching an eSign website, esign.utah.gov, and creating training videos and instructions. DTS has also been sending employees periodic newsletters to provide an overview of the progress of implementing, and the impact of utilizing, eSign. This transition from several other document approval applications and processes to an eSign approval process has resulted in several successes, including the following:



DTS
has
completed
36,000
transactions
using eSign,

which has saved 14,980 gallons of water, 5,222 pounds of wood, and 12,600 pounds of greenhouse gases. With eSign, DTS can also promote higher efficiency for remote workers.



FY 2021 INITIATIVES

The following is a brief sampling of the estimated 800 technology initiatives underway throughout executive branch agencies, each supported by DTS. A complete list of initiatives can be viewed in the [FY 2020 IT Plan](#) on the DTS website.



Move to the Cloud

DTS will leverage cloud services in a way that ensures the security, integrity, sustainability, and efficiency of state systems. By December 2020, DTS will have 30% of state systems migrated to cloud services.

Voice over Internet Protocol

DTS will continue to migrate telephone systems to VoIP by June 30, 2021. Beginning July 1, 2021, DTS will offer two phone rates: one for VoIP, and a higher rate for legacy telephone systems.

Security

1. By September 11, 2020, Forescout will be implemented enterprise wide with the following requirements: all segments entered, agent installed on all computers, and enforcement activated.
2. Multi-Factor will be available on DTS supported state accounts by August 31, 2020. IT directors will oversee activation of two factor on executive branch employee accounts by October 31, 2020.

Agency Partnership

DTS will foster strategic partnerships with agencies to provide value and technology solutions that meet each agency's unique needs. DTS will provide innovative ideas and solutions to enable the agencies to conduct business. DTS will also increase feedback channels for agencies.

Network Bandwidth

1. T-1 circuits will be replaced by December 2020.
2. TE backup will be available to many agencies by December 2020.
3. DTS will develop a standard for UEN implementation, and Eduroam will be available at the State Library by the end of August. (Done!)



Fast PC Deployment

It is imperative that agencies receive PCs in a timely manner. By the end of August 2020, new teams and processes will be in place to improve delivery speed.

Retire Mainframe

All agencies will be off the mainframe by October 2020.

Desktop as a Service (DaaS)

DTS will launch the new DaaS product for state agencies while providing low-cost access options, such as Chromebook devices, in order to realize immediate savings on hardware and ROI while ensuring security and regulatory compliance. Chromebooks will be available in the DTS Service Catalog by August 7, 2020, which will provide agencies a more cost effective and efficient desktop computer experience. A support model will be available by September 30, 2020.



Metrics

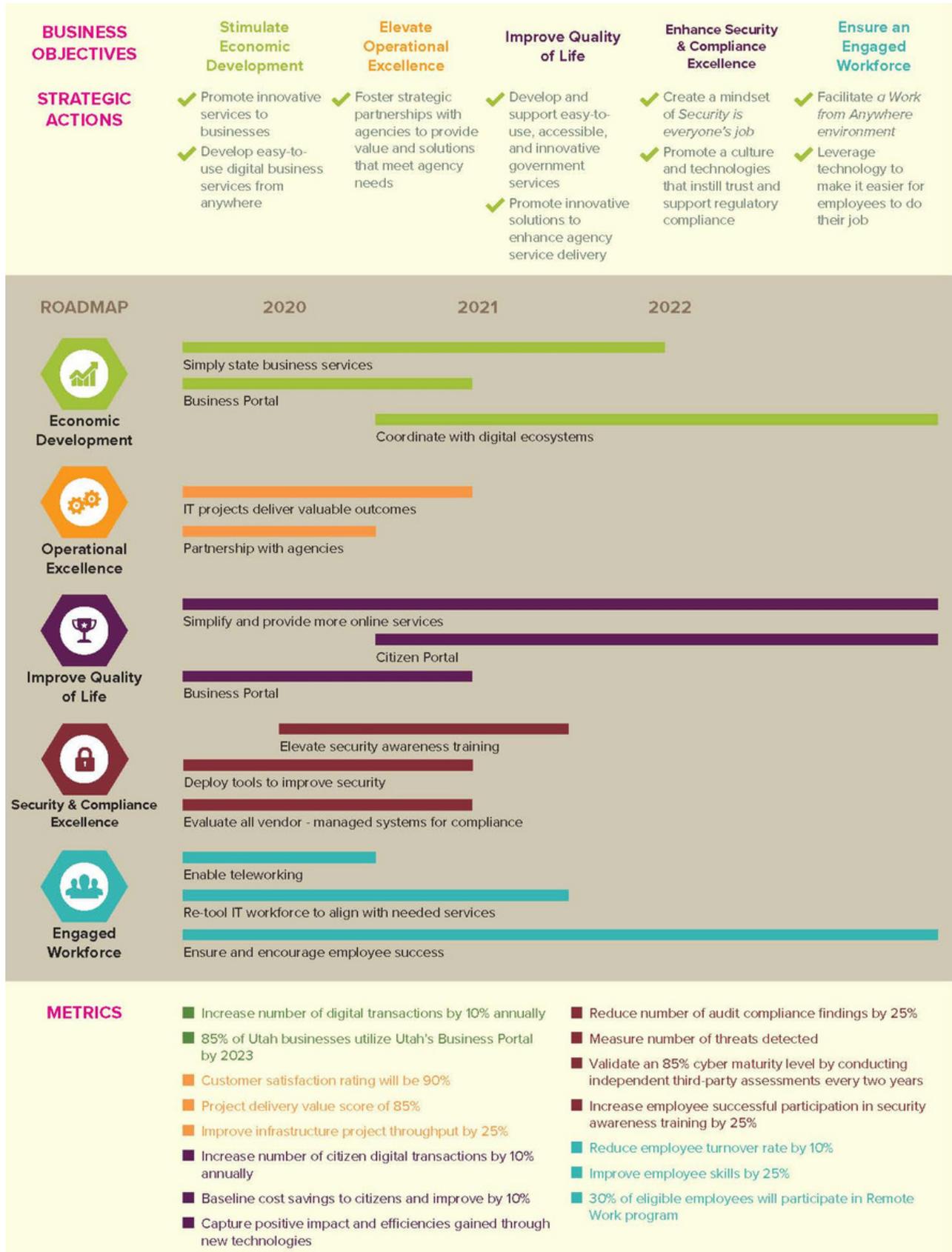
DTS will evaluate services to ensure agencies are receiving support they need to conduct business, including: development efficiency, throughput, investment opportunities, quality of work, and security.

Mobile Endpoint Management

Cell phone management will be available in Mobichord by October 2020, which will allow DTS and agencies to validate devices in MDM, ensure appropriate policies are enabled, and ensure that the ability to approve or block sites will be available for the agencies.

EMERGING ISSUES

A [DTS Strategic Plan](#) was published for 2020–2023, which includes several emerging issues.



AWARDS

The State of Utah has received the following national awards and recognition for digital government services:

Utah.gov was once again recognized for creative excellence. Utah.gov received a Gold Award from the AVA Digital Awards.



Utah.gov was recognized with a Gold Award. The Horizon Interactive Awards recognize the best websites, videos, online advertising, print media, and mobile applications.



The State Construction Registry and Mark Steinagel were recognized with the Service to the Citizen Award.



Utah.gov was recognized as an Outstanding Website in the Internet Advertising Competition.



The Best of State Awards chose the State Construction Registry as the Best of State for Web-Based Community Resource.

state scoop 50 AWARDS

- StateScoop selected Lieutenant Governor Spencer Cox as a Top 50 Finalist Golden Gov Award.
- StateScoop selected Mike Hussey, CIO, as a Top 50 Finalist Golden Gov Award.
- StateScoop selected Corona Ngatuvai, chief architect, as a Top 50 Finalist State Leader of the Year.
- StateScoop selected Matt Peters, Utah AGRC director, as a Top 50 Finalist State Leader of the Year.
- StateScoop selected the State Construction Registry as a Top 50 Finalist Innovation of the Year.
- StateScoop selected Phil Bates, chief information security officer, as a Top 50 Finalist Cyber Security Leader of the Year.

Utah was awarded second place among all states for the Government Experience Award 2020. The awards recognize the achievements and best practices of states, cities, and counties that are radically improving the experience of government and pushing the boundaries of how citizen services are delivered.



Utah Chief Information Security Officer (CISO) Phil Bates was selected as the recipient of the Thomas M Jarrett State Cybersecurity Leadership Award. Phil was selected by the NASCIO Executive Committee due to his exceptional accomplishments in the field. The award is named for the late Thomas Jarrett, former Delaware CIO and NASCIO president, who had a passion for cybersecurity. In that spirit, award recipients reflect Jarrett's passion through their works and leadership. Originally created as a scholarship to better involve CISOs in NASCIO events, this honor has evolved into a recognition of excellent service.



The WebAward Competition is the premier award recognition program for web developers. Utah.gov received the 2020 WebAward for Outstanding Achievement. The WebAward program is the longest running annual website award competition dedicated to naming the best websites in 96 industries while setting the standard of excellence for all website development.



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 interbranch 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.