

A message from
Mike

STAY HOME

Thank you!

MAY 05, 2020

I know this is an understatement,

but what an unprecedented couple of months we have experienced in Utah! I'm proud to say that DTS employees have really stepped up and worked tirelessly to respond to a pandemic and earthquake. In fact, together we've spent over 17,000 hours on the COVID-19 response effort. I appreciate your dedication to DTS, state agencies, and the residents of Utah. You have positively affected our community through your response efforts, as evidenced in the following accomplishments.

REMOTE WORKSTATION CAPABILITY AND DEPLOYMENT

One of the first ways that we responded to the pandemic and earthquake was completing several tasks to empower employees to telework:

- We provisioned cloud firewall instances and created WorkSpace instances to facilitate DaaS for the Utah Department of Health. Our DTS Hosting Team also stood up a new cloud Citrix environment for further DaaS use-cases, which included GCP Interconnect.
- We acquired and tested ChromeBooks in a virtual environment as a proof of concept for the Utah Bureau of Forensic Services Laboratory System (i.e., the State Crime Lab) to facilitate remote access via hardware that is less difficult to purchase.



REMOTE WORKSTATION CAPABILITY AND DEPLOYMENT

Continued

- We purchased over 2,500 computers for state employees and processed over 2,800 additional orders for COVID-19 items, including equipment to help state employees with telecommuting. Orders were processed in under 1 day.
- We also purchased:
 - cell phones for certain FirstNet users;
 - MiFi devices for certain employees without internet access; and
 - office supplies, such as gloves, masks, sanitizing items, etc., to keep employees safe.

We shipped this equipment to employees all over the state.

ADOBE SIGN IMPLEMENTATION

We implemented Adobe Sign for 10 agencies, created 4,000 new accounts, held approximately 30 training sessions, created over 70 new templates and workflows, created a webpage for teleworking, and processed almost 10,000 documents for electronic signature.

WE
PROCESSED
ALMOST 10,000
DOCUMENTS FOR
ELECTRONIC
SIGNATURE IN
ADOBE SIGN.



SECURE REMOTE ACCESS TO SYSTEMS

Once we enabled employee telecommuting, it was important to ensure secure remote access to our systems. To do this, we doubled Utah's VPN capacity to 12,000 configured users and moved the service to a platform that has greater throughput.

TELEPHONE AND TELECONFERENCE SERVICES

Telephones and teleconference services have been important tools during the transition to teleworking. Utah provisioned more than 2,100 softphones on telecommuter laptops, and we've made several changes in the way we work so employees can get the most out of working from home. All internal DTS meetings have now moved to Google Hangouts so employees can practice social distancing. DTS employees have also coordinated daily stand-up and status calls, sometimes with as many as 40 to 60 participants, with different internal groups to coordinate efforts to support remote work for all state employees.



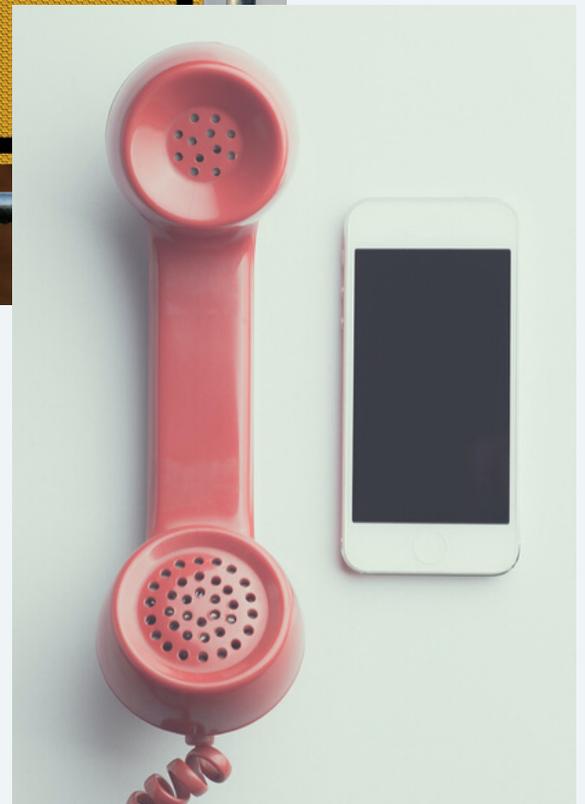
*1,200
STATE
EMPLOYEES
VOLUNTEERED
TO STAFF
THE COVID-19
TRACING
EMERGENCY
SUPPORT CALL
CENTER.*

COVID-19 TRACING EMERGENCY SUPPORT TEAM

To respond to an increasing number of calls about the coronavirus, DTS was tasked with standing up a 1,200-seat contact center in the cloud. As expected, we rose to the occasion: 1,200 state employees volunteered to staff the call center, and we purchased 700 headsets for these volunteer agents.

INCREASED SUPPORT/ CALL CENTER DEMANDS

Over the past few months, we've also been seeing an increase in general support/call center demands. In response, we've increased SIP trunking by 50 percent for incoming calls and routed outbound calls through a SIP service previously not provisioned in this fashion. We also increased fax trunking capacity (via SIP) to accommodate a rise in unemployment insurance claims. We deployed two additional ISR routers for greater contact center media capabilities. We also purchased 1,000 headsets for the Department of Workforce Services and another 700 for other state employees, and we shipped these items all over the state.



HELP DESK SUCCESS

Although the events of this spring have affected the way that we work at DTS, we haven't stopped working hard and getting things done. In March we resolved 22,161 Help Desk tickets, and in April we resolved 24,197!



PURCHASED/ CONTRACTED ADDITIONAL TECHNOLOGIES

We've also remained committed to serving the agencies and citizens of Utah by purchasing or contracting several different technologies.

Websites

- [Coronavirus.utah.gov](https://www.coronavirus.utah.gov): Website that allows for citizen outreach and includes a Podium chat client; utilizes AWS Infrastructure, which has supported 1.2 million sessions (around 3,000 views per minute) since the site's launch in early March; and provides continued updates from multiple different stakeholders
- [Testutah.com](https://www.testutah.com): Survey website that gathers coronavirus data from the citizens of Utah and provides Utahns with access to free testing; sponsored by Utah Silicon Slopes in partnership with private organizations and the state
- [Entry.utah.gov](https://www.entry.utah.gov): Web application that collects information from travelers coming to Utah; hosted by the Utah Department of Transportation

Other Technologies

- [HealthyTogether Mobile App](#): App that allows Utahns to "assess your symptoms, find the nearest testing center, view test results, and learn what to do after you've been tested for COVID-19"
- Central Data Warehouse: Stores multiple health systems for EPI and HIPAA
- DOMO Intelligence Dashboard: Acts as the source of truth for executive decision making
- Mapping services: Used to display by county the number of cases, and also locate testing sites that were proximate to an address
- Tracing Tracking: Used by the state contact tracing teams to track residents potentially affected by coronavirus
- Qualtrics software: Used for data collection via survey

These accomplishments are worth recognizing and celebrating. Thank you again for your tireless efforts to support the state.

Mike Hussey