

ACCOMPLISHMENTS REPORT

2020

UTAH DEPARTMENT OF
TECHNOLOGY SERVICES



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AGRC

Automated Geographic Reference Center

Over the past year, AGRC has developed a system to replicate the State Geographic Information Database (SGID) across internal systems and out to multiple software as a service offerings. AGRC has also built a system to onboard and deprecate data from the SGID to work in conjunction with other tools. This helps build a more robust system with checks on the data's currency and consistency, providing a framework for AGRC to organize around and more easily ingest agency geospatial data and references to agency geospatial data.



AGRC continues to expand and enhance The Utah Reference Network (TURN) GPS, which is used by surveyors when they need centimeter-grade accuracy in measurements.

AGRC has prepared itself and can currently export roads, address points, and jurisdictional boundary data in adherence with Next Generation 911 (NG911) standards, for when it is needed in public safety answering points.

BOPP

Utah Board of Pardons and Parole

The BOPP Electronic Records (ER) Master Project is the largest development project ever undertaken for BOPP. An initiative of both the governor and the legislature, the project aims to transform all archaic BOPP functions, like using paper files and hallway pushcarts, into state-of-the-art automated functions.

In FY 2020, the project team was completely focused on finishing the last major ER subproject, the Decisions Processes Module. All other ER subprojects were completed to lay the foundation for this module. The module is a full set of staged layers that enable clerical staff, hearing officers, and BOPP members to manage, review, prepare, route, vote, and disseminate results on all offender case decisions. The Decisions Processes Module is extremely complex and deeply interwoven and is the core of BOPP operations.

The Decisions Processes Module had a three stage ramp up. Stage One, Items and Tasks, included clerical preparation and tracking and management work. For this stage, over seventy separate and distinct processes had to be analyzed and amalgamated into a single funeled approach. Design, coding, testing, and release placed this foundational layer in place.

Simultaneously, the analysis and design were completed and coding began on the second stage, Forms.

The Decisions Module is closely aligned with the Utah Department of Corrections Archivalware system, a document management system. The two systems have now been stitched together to make storage and access to case file imaged documents seamless to the users and infused with the decisions process. With the click of a button, users can now see these records instantaneously. BOPP staff are currently scanning over 17,000 active paper records.

Along with completing the ER Master Project, BOPP is also moving into the computer world by participating in analysis and design work, testing assignments, completing detailed training, upgrading operating practices, and now using this first module.

DABC

Department of Alcoholic Beverage Control



PACKAGE AGENCY POINT OF SALE PILOT

DABC has a group of licensees, referred to as package agencies (PAs), that are licensed to sell alcohol on behalf of the State of Utah. These PAs are required to maintain inventory and sales numbers and provide these totals to DABC. To facilitate these tasks, DABC embarked on an effort to identify and provide a point of sale (POS) system that would provide a standardized solution for all PAs. DTS helped identify a vendor (Talech) who was already on a state contract, and so far, the Talech solution has been deployed to three PAs. Orders are received at each PA, and inventory and sales numbers are being reported daily to a central database via the POS software. This has saved the PAs' time and provided them data that can give them a better understanding of sales and stock trends. The pilot has been successful, and the remaining thirty-four sites have now been scheduled to have the solution deployed.



NEW DABC WEBSITE

The DABC website was updated in June 2020. DABC customers are now provided with an updated and refreshed browsing experience that provides a better store locator, better calendaring of DABC events, a section where the current DABC Twitter feed is displayed for people who visit the agency website but do not regularly use Twitter, and a scrolling banner that allows the agency to easily update the look of the home page with different images. The new site also gives the department more freedom to update content on the site, including the names of newly hired managers, store hours, and new pdfs that need to be published on the site, rather than having IT staff do that work.

The image shows a screenshot of the DABC website's service tiles. The tiles are arranged in two rows. The top row includes "SUPPORT FOR LICENSEES" (with a "Learn More" button), "LICENSEE ORDERS" (with an "Order Now" button), and "TRAINING" (with a "Learn More" button). The bottom row includes "FIND A PRODUCT" (with a "Learn More" button), "RHDP DRAWING" (with a "Learn More" button), and "SPECIAL ORDERS" (with a "Learn More" button). A "LATEST UPDATES" section is visible at the top left, and a "TEMPORARY STORE HOURS DURING" section is visible at the top right.



DAF

Utah Department of Agriculture and Food

KRATOM PRODUCTS PROGRAM

With the help of DTS, DAF implemented online licensing registration and renewals of a new program called Kratom Products, in accordance with 2019 General Session Senate Bill 58, "Kratom Consumer Protection Act." This implementation allows manufacturers, distributors, and sellers of Kratom products in Utah to register online with DAF in order to ensure that products feature proper labeling. The implementation also allows for DAF compliance and lab staff to collect and verify the composition of Kratom products for the safety of Utah citizens.

WEB APP DEVELOPMENTS

DTS assisted DAF in implementing: 1) a new Chain of Custody web app for DAF's lab and regulatory teams and 2) Chain of Custody changes to DAF's food safety iOS app and web app. The food safety iOS app allows food safety inspectors to collect samples, attach QR labels, and collect signatures from sample owners and lab techs. The lab app is used to track results and statuses of the samples sent for testing and state chemist reviews. Tracking each step in the handling of the samples is necessary for ensuring the chain of custody needed for court cases.

DAS

Department of Administrative Services

During FY 2020, DTS has had several accomplishments related to DAS.

There have been two major changes in payroll: the upgrade to SAP HANA (which included changing several programs to be Unicode compliant) and the move of payroll to the Amazon Web Services (AWS) cloud. DTS also helped DAS reduce the number of daily errors that the Department of Finance (Finance) was getting by working with the Human Resources Information Systems (HRIS) and FINET (i.e., "financial network," the state's accounting system) Team on adding new FINET coding block fields to the FINET interface, and validating through a new API/docker.

DTS has also played a role in several Utah Division of Fleet Operations (Fleet) updates. DTS assisted with the Fleet's upgrade to the Energy Knowledge Operating System, the new fuel management system. This effort involved the implementation of the new system's interface, including writing all new fuel billing scripts, and helped with a Fleet Focus upgrade.

DTS also assisted with several other DAS tasks throughout the year:



“DTS helped DAS reduce the number of daily errors that the department was getting.”

- DTS implemented the new Surplus public auction site and the new Surplus administration site.
- DTS upgraded the file and print server from Windows 2012 and cleaned up twenty-plus scripts that interact with other systems, such as Finance's Payment Tracking System (PTS) and FINET.
- DTS created technical documentation for PTS, as well as a proposal to rewrite PTS, which would modernize the codebase from PowerBuilder to a Java Google Cloud Platform (GCP) with disaster recovery failover.
- DTS took over from the Public Employees Health Plan the responsibility of managing retiree benefits.



DIVISION OF DRINKING WATER (DDW) WATERLINK VIOLATION NOTIFICATION AND RESOLUTION PROJECT

The purpose of this project was to create a notification system within Waterlink, the state's water quality information database, that would alert water systems and operators whenever they receive a water-related violation. DTS helped set up the notification system to:

- send an email to any water treatment facility that receives a violation;
- provide a link, on the facility's Waterlink Portal page, to information about the violation;
- provide a means for an operator to contest a violation, if desired; and
- provide DDW staff with a focused main page list of all violations being contested.

This page tracks the names of operators, the date/time of each violation, and the reason for any contestation of violations. It also includes the name of any applicable DDW staff member, the date/time of a contestation, and the resolution of the contestation. Finally, the page provides a report from Waterlink's Contest/Resolve Table showing all history plus the days between each contestation and resolution action.

The end result of this project has been an updated automated process allowing both DDW operators and business staff to identify, notify, contest, and resolve water-related violations from anywhere within the state at any time.

CERCLA DEVELOPMENT PROJECT

The Comprehensive Environmental Response Compensation and Liability Act (CERCLA) Development Project, one phase in a multiphase, multiyear project, enhanced the existing .NET client/server application. Specific application improvements included adding new forms, such as: the New Site Form, the Site Summary Form, and the Site Activities Form. CERCLA supports all three sections of the Division of Environmental Response and Remediation's (DERR) CERCLA Branch, allowing the sections to enter data for critical environmentally contaminated sites into a single unified database. The collected data is accessible for reporting metrics to DERR and DEQ upper management.

DFI

Department of Financial Institutions

EXAMINER LAPTOP REPLACEMENT

With the help of DTS, DFI replaced the laptop computers of all the department examiners during FY 2020. This laptop refreshment is consistent with prudent computing policies and conforms with the agency's strategy of a three-year laptop replacement cycle. The new laptops feature the latest security and patch management applications, ensuring that the agency maintains optimum security, stability, and interoperability with its federal counterpart agencies, regulated industries, and state standards.

Additionally, the new laptops have many speed and other usability enhancements to maximize their productive capability.

The laptops used by department examiners are a critical component in the DFI examination process. The improved performance and reliability provided by the periodic replacement of laptop computers ultimately translates into greater user productivity, security, and examination integrity.



TELECOMMUTING EXPANSION

Due to the COVID-19 pandemic, DFI needed to quickly expand the telecommuting capability of office staff and industry supervisors. To address this increase in telecommuting demand, DTS helped the agency effectively reimage and repurpose older laptops. Of particular benefit during this continuing pandemic has been the teleconferencing capability of the repurposed laptops. Providing updated, secure computer resources for office staff to work at home has helped the agency continue to fulfill its regulatory responsibility and deliver proper support for examiners in off-site examinations.

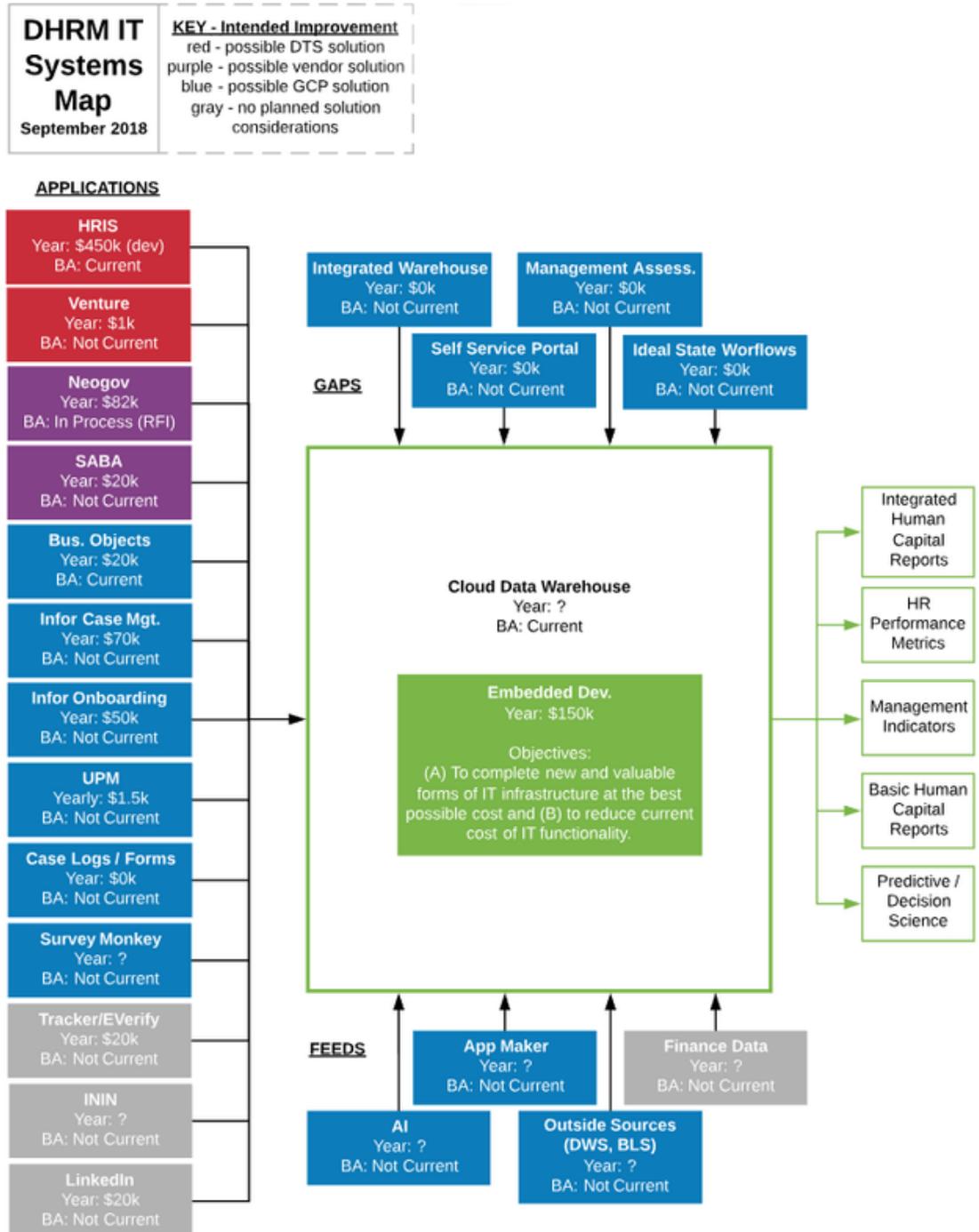
DHRM

Utah Department of Human Resource Management

DHRM BIG DATA PROJECT

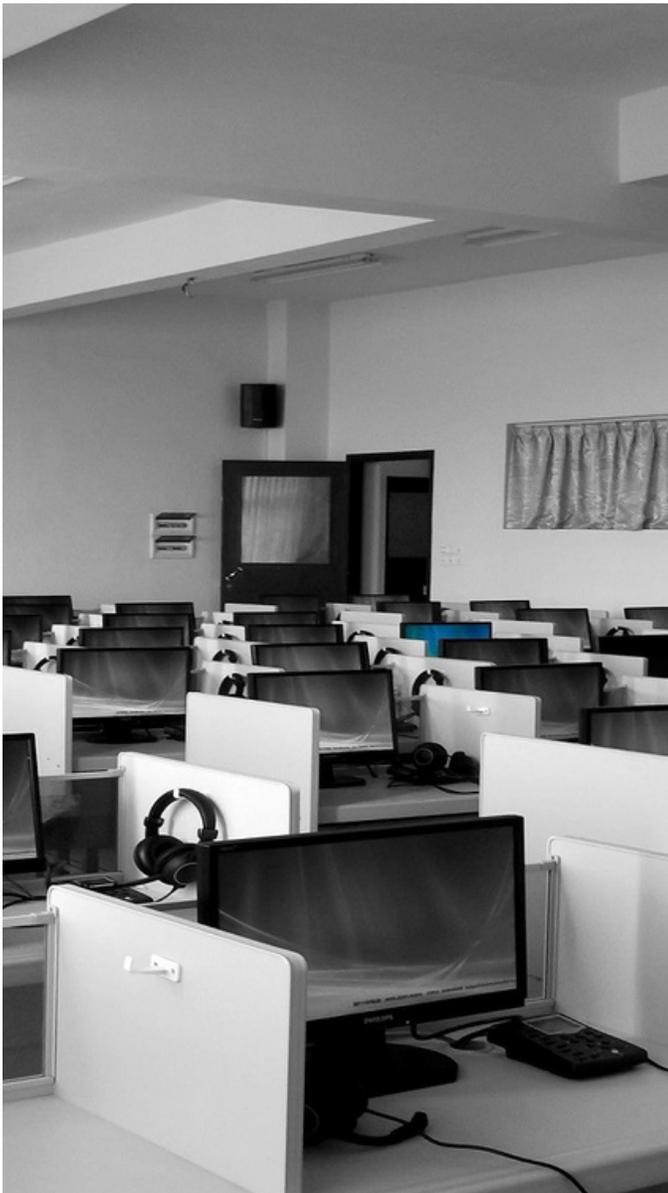
DHRM needed a central data warehouse for HR management data. DTS proposed GCP as a solution and set up DHRM with a Google implementation partner, SpringML. SpringML helped the DTS GCP team, along with the DHRM team, build out and integrate data into Google's BigQuery.

This project integrated data from HRIS, Neogov (applicant tracking), Saba (learning management), employee onboarding, Utah Performance Management, various surveys, EVerify (identity verification), ININ (call center), and more. This allows all human resources management data to be collected, integrated, and presented for data analytics reports and dashboards.



OTHER DHRM ACCOMPLISHMENTS

- DTS implemented a real-time FINET lookup to validate funding coding blocks on job positions in HRIS. This helps verify that changes being sent to payroll and other finance systems have correct coding strings, and, in turn, helps keep billing accurate and speeds up onboarding new employees and making any changes related to current employees.
- DTS assisted with updating federal Form W-4 in HRIS to make the form consistent with new tax exemption laws.
- DTS worked with DHRM to stand-up an emergency softphone call center for COVID-19 contact tracing, and most of the work for this project was completed over a single week.



DHS

Utah Department of Human Services

DIVISION OF CHILD AND FAMILY SERVICES

Over the past year, SAFE development efforts by DTS contractors and staff have focused on moving functionality away from the legacy SAFE systems to a new architecture and automated functions associated with new federal Comprehensive Child Welfare Information Systems regulations, also named SAFE. The new SAFE application architecture emphasizes flexibility, data quality and reporting, modularity, and data exchanges.

The focus of initial development efforts is to provide new functionality for the child welfare referral / intake processes and for Child Protective Services (CPS) case processes for the Division of Child and Family Services. This work involved building a modular technical framework that can be used by CPS case processes and other future functions. Modularity provides a reusable and maintainable design and is one of the federal requirements. Other development work created and streamlined navigation between components in the new system; created a means for recording casework activities; and provided needed case tools, forms, and reporting capacity and support for the intake and case processes.

EXECUTIVE DIRECTOR'S OFFICE

ADHEARS Move to AWS

DTS assisted DHS with moving the DHS Administrative Hearing System (ADHEARS) System to AWS. This transition modernizes the system, increases the system's functionality, provides the system with a higher level of security, and results in cost savings.

TeleHealth

Throughout 2020, DHS has worked with DTS to expand the availability of telehealth services. By DTS onboarding DHS community partners and additional DHS staff, the department has ensured a continuity of services to Utahns throughout the pandemic.



DHS Usage of Telehealth

2,801 completed calls (a 297% increase from FY19, which had 706 completed calls)



Third-Party Provider Usage of Telehealth

16,176 completed calls (a 4,772% increase from FY19, which had 332 completed calls)



Third-Party Provider Onboarding

761 new users were granted access to the Telehealth platform

486 of these users were added during the start of the COVID-19 pandemic (March-April)



DHS received 2,804 inquiries to the DHS Telehealth support email address (a 1,093% increase from FY19, which had 235 inquiries):

1,607 of the inquiries were received during the start of the COVID-19 pandemic (March-April)

OFFICE OF RECOVERY SERVICES Creation of Interfaces for New Payment Kiosks

The Office of Recovery Services (ORS) has entered into an agreement with TouchPay to place payment kiosks in ORS lobbies. This allows clients to make child support payments or medical payments (Bureau of Medical Collections [BMCI]) without going to the front desk (i.e., without human interaction).

This, in turn, absolves ORS front desks and systems from meeting PCI requirements, which simplifies ORS operations.

DTS built several new interfaces that allowed the TouchPay kiosks to: validate users and select case types, accept and properly distribute funds that were sent in via the kiosks, and handle error processing for the kiosk interfaces. DTS also set up a new Enterprise Service Bus connection with TouchPay, which gave greater security, control, and redundancy to these interfaces. In addition, DTS made changes to internal accounting processes to properly track and report on funds received from TouchPay.



DNR

Department of Natural Resources



DWR HUNTER EDUCATION, PHASE 1

Over the course of three phases of development, DTS assisted the Division of Wildlife Resources (DWR) in building its Hunter Education Web Application, the new front-end interface for the division's Wildlife Education System. The first phase was for hunter education instructors; the second was for administration and data entry; and the final was for public users of the application.

Development of this application is the initial pillar and first phase for the department's new comprehensive customer centric database (CDA) application update. The CDA is the core of the Wildlife Information and Licensing Distribution System, which consists of several applications. These applications track an individual's interactions with DWR, such as: license purchases, education, and application for and allocation of limited resources.

WRI ADJUDICATION PROGRAM ENHANCEMENTS, PHASE 2

Updating the Water Rights (WRI) Adjudication Web Application completes the final phase of the multiphase and multiyear project to revamp and upgrade the Division's WRI Adjudication System. This project was funded by the legislature to improve the adjudication program overall, including improving the Division of Water Rights' web interface, displaying and tracking active adjudications, providing users with information about filing claims, and developing a workflow wizard for filing a new claim.



DTS assisted DWR in building its Hunter Education Web Application.



DOC*Department of Commerce*

MIGRATION OF MLO / EGOV APPLICATION FROM WINDOWS 2008 SERVERS TO WINDOWS 2016 SERVERS

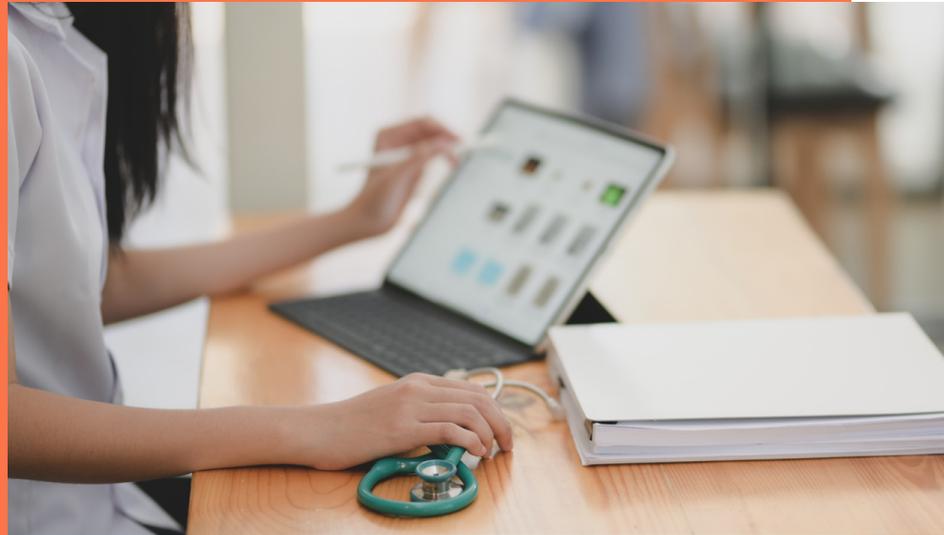
In 2020 the underlying hardware that the MyLicense Office (MLO) and eGOV systems were running on reached end-of-life support from Microsoft. Because of the significant security concerns associated with systems being at end-of-life, DOC approved working with the vendor, System Automation, on the migration of the DOC Windows 2008 VM servers to Windows 2016. The DTS Technical Team was involved in every step of the project, including providing project management and technical leadership during the migration and coordinating and managing user acceptance testing afterward. The migrated system went live on Monday, March 23, 2020.

REWRITING OF LEGACY UCC FILING SYSTEM INTO VENDOR-SUPPORTED CLOUD ENVIRONMENT

The Uniform Commercial Code (UCC) filing system was completely rewritten and now runs in the vendor's AWS Cloud. During the project, our technical team exported over one million documents from Content Manager (including metadata) and delivered everything to the vendor for importing into the new system. The older Java-based STRUTS I filing system has been sunsetted. This project was completed on Monday, October 28, 2019.

DOH*Department of Health*

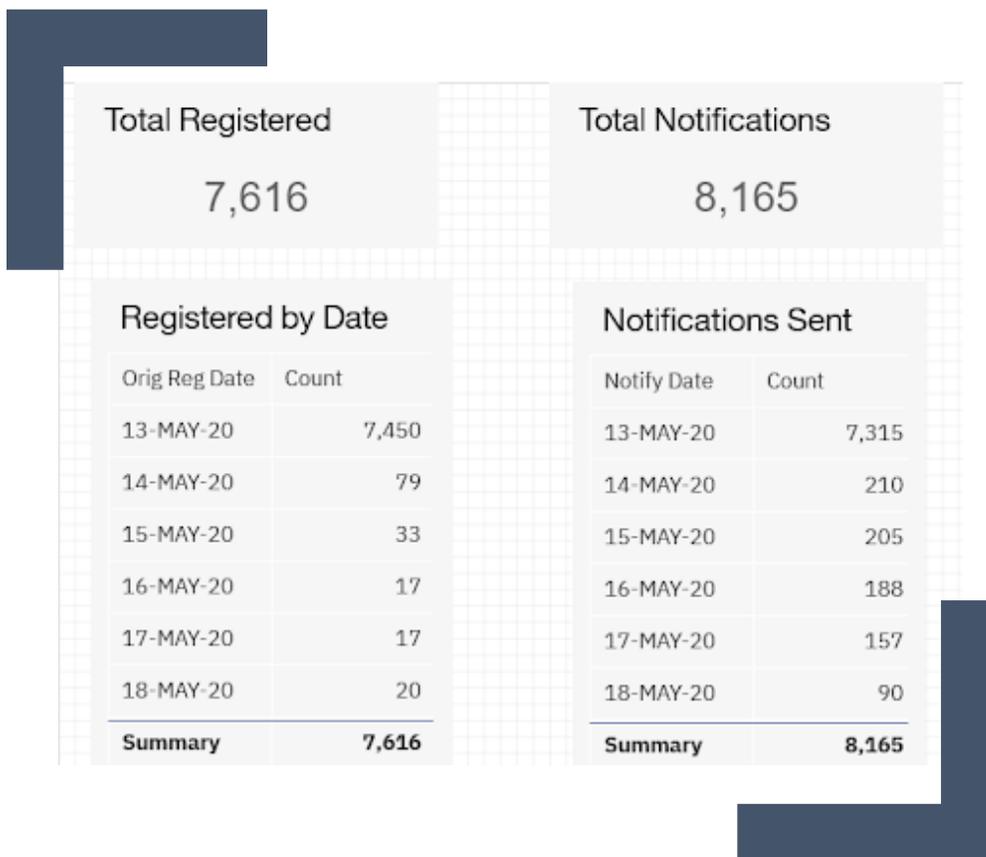
The DTS AppDev for Medicaid Team was involved in two critical pieces of the COVID-19 response. First, the middleware layer of the public-private partnership for COVID-19 dashboards needed to be created and implemented. The timeframe to complete this task was very tight and DTS developers worked around the clock to collect the needed data, format it for use, and present it to consumers (i.e., both private enterprise partners and the state's COVID-19 response team).



Second, it was critical for DOH to provide testing and treatment for Medicaid members who were affected by the pandemic. The DTS AppDev for Medicaid Team worked with their partners at the Division of Medicaid and Health Financing (DMHF), a division of DOH, to devise and implement a creative method to include this population in the state's response to COVID-19. Instead of modifying the current adjudication engine for Medicaid claims, an effort that was estimated to take several months to implement, the team realized that they could extend the capabilities of the Presumptive Eligibility Portal, created in FY2019, to accommodate COVID-19 patients. This effort could be accomplished in a matter of weeks instead of months. Again, staff worked around the clock to prepare the system to accept applicants who presented for COVID-19 testing and treatment and to smoothly integrate that presumptive eligibility into the normal Medicaid eligibility workflow.

HEALTHY TOGETHER

DTS engaged in a joint venture between the State of Utah and the private sector during the COVID-19 pandemic. This partnership was tasked with creating a mobile device application to support DOH during this unprecedented health crisis. The application produced from this partnership is named Healthy Together and combines a mobile device interface with data from testing centers that allows users to be informed of results in near real-time. The application was released to the public on April 23, 2020, to help slow the spread of COVID-19 and protect our family members, friends, health workers, and communities. The Healthy Together app helps users assess their symptoms, find the nearest testing center, view test results, and learn what to do after they have been tested for COVID-19. The use of the application and providing any data is voluntary. More information can be found at <https://coronavirus.utah.gov/healthy-together-app/>.



"The success of the DTS team is a standard for all teams for delivering a quality product within a very short and aggressive timeline."

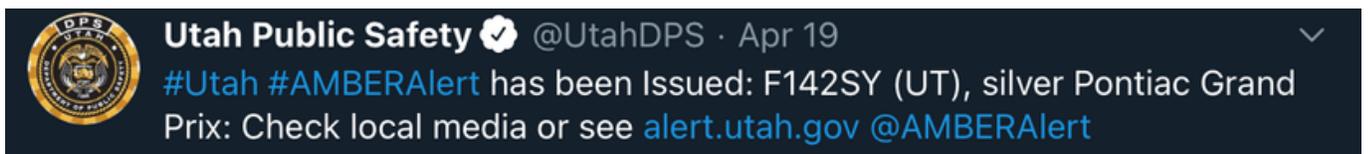
During the development phase of creating the app, a team of DTS employees from different areas within DOH quickly formed a virtual team and collaborated for the duration of the project. This teleworking virtual team was very successful and, with our partner, created a robust solution within an extremely short timeline. The success of the DTS team is a standard for all teams for delivering a quality product within a very short and aggressive timeline.

An internal dashboard was also created to collate the data to allow key personnel within the state to access daily aggregate usage statistics in order to better understand the usage and impact of this service.



DPS

Department of Public Safety



DRIVER LICENSE TESTING KIOSKS

The DPS Driver License Division (DLD) has worked to improve the testing experience for the public. DTS assisted DLD in integrating the division's testing into its current licensing system so the division no longer has to rely on a third party for support. During this project, DTS also helped DLD move away from unsupported hardware and update to easily supported tablets that utilize wireless. This switch will allow for increases in stations if needed without the cost or delay of having to have wires run. DTS and DLD implemented these testing system changes first at the new DLD Springville location, and the project team is working on implementing the changes in the other DLD locations across the state.



AMBER ALERT UPDATES

DTS created a system for DPS to distribute America's Missing Broadcast Emergency Response (AMBER) Alert information as quickly and accurately as possible. This system pushes current alert information, as well as any photos that have been submitted by law enforcement, to a new webpage and to state Twitter accounts. The AMBER Alert webpage is available at amberalert.utah.gov, amberalerts.utah.gov, and alert.utah.gov.

DTS FINANCE / ADMINISTRATION

DTS Finance and Administration had several accomplishments this year.



Accounting

Payments made: 15,936

Average time to pay: 4.1 days

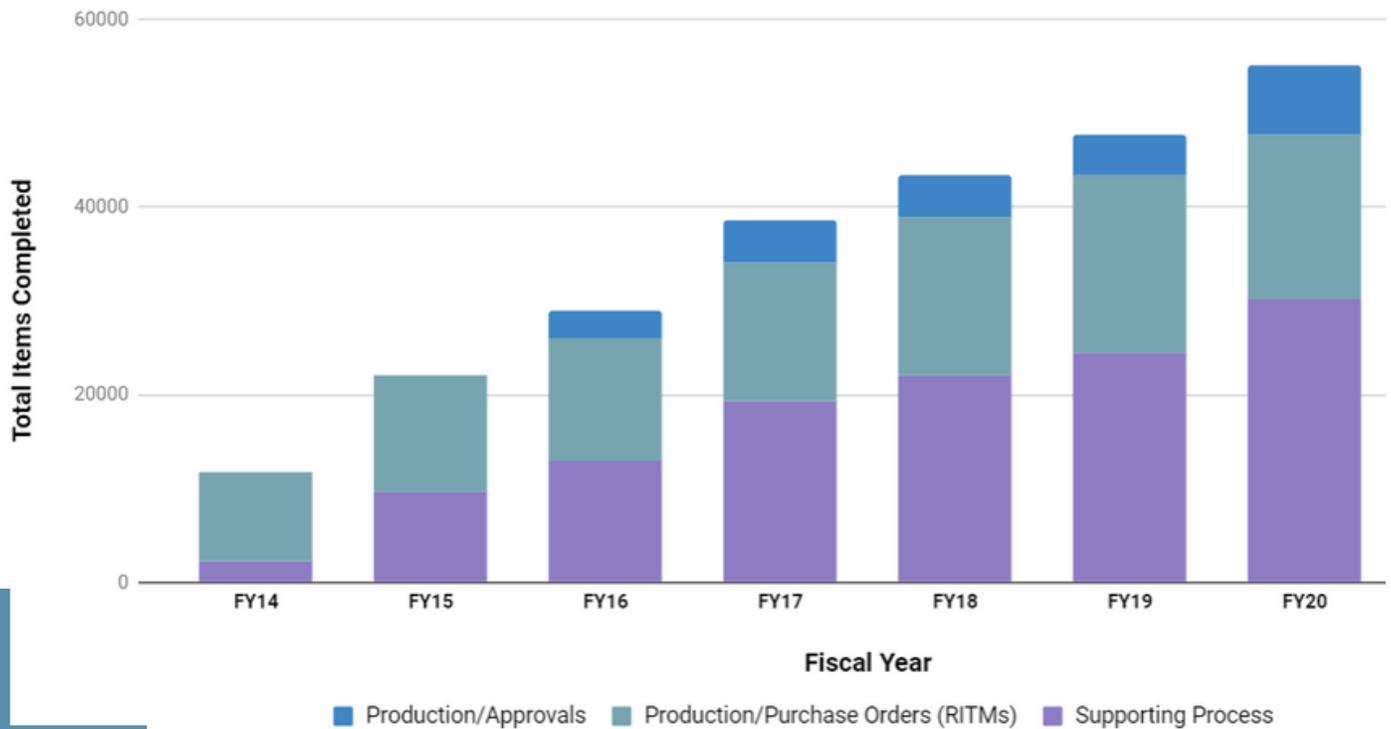
Total payments: \$149M

DTS accounts payable employees were #1 in the state in number of payments.

Procurement

Procurement saw a 15% increase in workload from FY 2019.

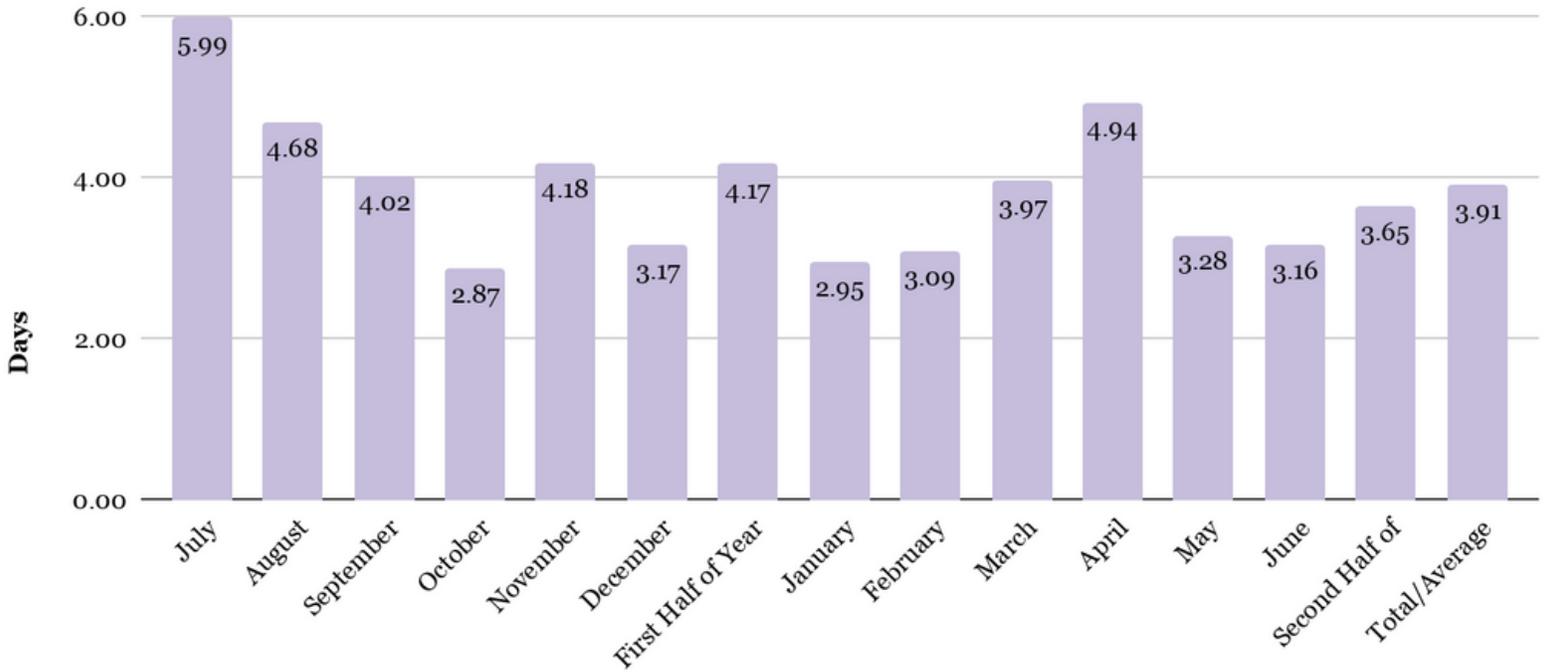
Procurement Accomplishment Year Over Year



Administrative Support

Received 23,448 items

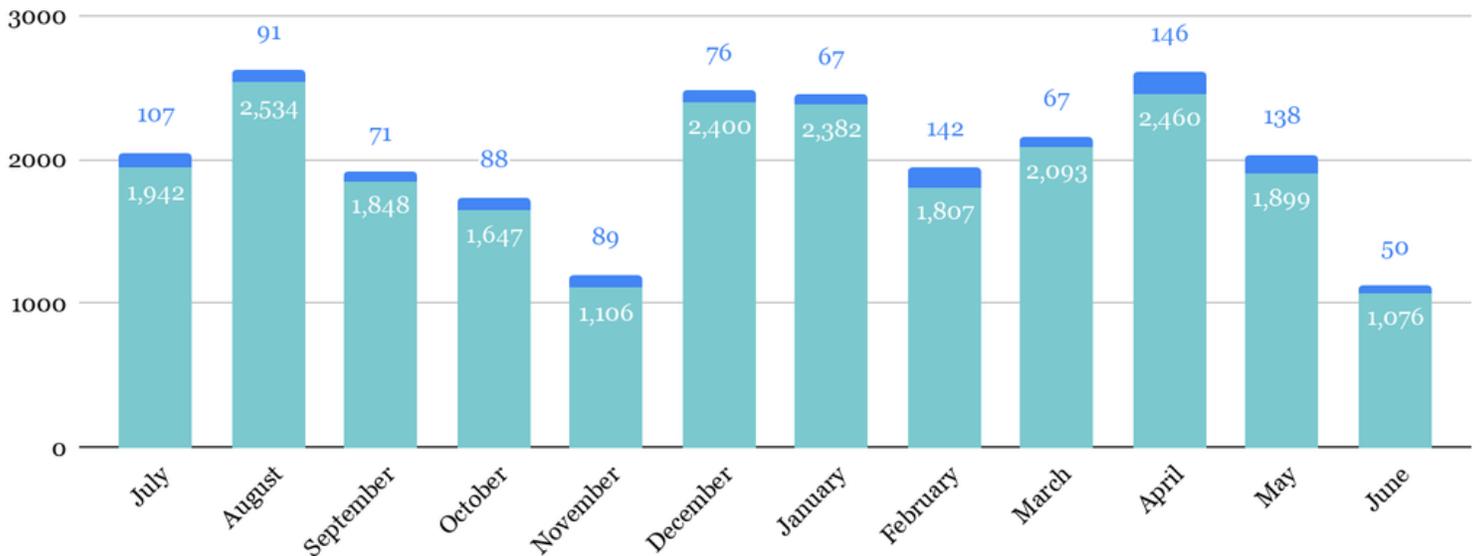
Average Time for Receiving/Delivery



Items Processed 2020



■ CRC Shipped ■ Items Received and Delivered





Cost Savings FY 2020

DTS Finance worked to save \$37,155,380 for DTS and the state.

- **Adobe Unlimited Agreement in Place**
 - \$50,099.37 from original quote
 - \$200k+ less for the state than for other customers
 - \$326k rebate
- **IBM Renewal for FY 2021**
 - \$20,015.38
- **ServiceNow Renewal**
 - \$46,770.36 from original quote
- **Google Licenses AU Licenses**
 - \$42,000 (not needed)
- **Cisco Call Manager Licenses**
 - \$112,500
 - FY 2021 \$230,000
- **Building Board VoIP Funds**
 - \$965,000.00
- **Reimbursement from State Purchasing**
 - \$97,000 FY 2019
 - \$90,000 FY 2020
- **Telework Funds GOMB/DAS**
 - \$2,500,000
- **Cares Act Funding**
 - Over \$1,000,000
- **SWCAP**
 - \$140,000 reduction
- **Call Center Reimbursement**
 - \$20,000
- **Catching COVID hours billed to General Project**
 - \$200,000+
- **IBM Audit**
 - \$30,000,000
- **Palo Alto Negotiations**
 - \$31,994.72



Financial Planning and Analysis

- Rates*
- New Rates, Network IoT, Saas/Cloud Hourly, and Consultant Services
 - Expanded Tiers from 4-8; SBA rates for specialized skill set
 - 100 % of Rates deemed Reasonable to Best Value by SAIC

- Internal Controls*
- Suggestions implemented:
 - 73% of recommended actions were implemented across 8 different sources of revenue.
 - Completed analyses:
 - 8 different business areas were analyzed, with a combined business value of \$294M.

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 can promote higher efficiency for remote workers.

DTS has completed 36,000 transactions using eSign, which has saved:

14,980 gallons of water 

5,222 pounds of wood 

12,600 pounds of greenhouse gases 



Breakdown (November 2019 - June 2019)

Total transaction count:	36,751
<i>Over 10k transactions completed in June alone</i>	
Transactions completed:	28,624
In-progress:	2,547
Canceled/expired:	5,580
Unique senders:	2171
Agencies onboarded:	14
Training videos completed and posted online:	23
Workflows published:	218
Templates created:	355



*Transactions breakdown per agency

DTS CLIENT SERVICES

Desktop as a Service Product Launch

DTS has been pursuing ways to modernize and adapt technology for telework use cases. As part of that modernization effort, in 2019 DTS started researching potential desktop as a service (DaaS) products. With the emergence of COVID-19 during 2020, the need for a DaaS product became more urgent.

To meet this need, many teams worked together and DTS now has a functional DaaS product available in the AWS cloud. The new product will be debuting for agencies soon, along with an expansion into the GCP. One of the main advantages of this product is that it will allow agencies to start working from home in a more secure and compliant manner. As part of product testing, it has been adopted by just over 200 COVID-19 contact tracers, most of whom are volunteers and not state employees, which demonstrates the flexibility of this product. It is great to see DTS efforts and products being used as a resource in the ongoing battle against COVID-19.

OTHER DTS ACCOMPLISHMENTS

DTS 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.



Notification System

DTS has released an emergency notification system to be used when the governor or agency executive directors determine that it is necessary to alert employees quickly. The system could be used to inform employees of an emergency situation, a power outage, a late start workday due to inclement weather, or other situations as determined by the governor or executive directors.

State employees were given the option of adding a mobile number to their UtahID account for this notification system, and, as employees do not always actively monitor email, texting was selected as the most effective method of communication. Text messages can go to all state employees or to a more targeted audience, such as one or more specific agencies, divisions, units, counties, or buildings.



“
The new VPN system now supports thousands of users who telework or access state resources remotely.
 ”

Two-Factor VPN Implemented (Both RSA and SMS/Email)

Before the COVID-19 pandemic, the DTS VPN was limited in both capacity and capability. A DTS project had already been underway to migrate the DTS VPN to a new environment, but with the increase in teleworking due to COVID-19, the project needed to be fast-tracked into production. Many employees in DTS were asked to participate in this effort, and they successfully migrated the environment from an older, limited solution to a new solution that has enhanced multifactor capabilities and scaling capabilities. The project team also created user groups for the new system and ensured that the groups only have access to the network and application resources that they need.

The new VPN system now supports, much more securely and effectively than before, thousands of users who telework or access state resources remotely.



COVID-19 RAPID RESPONSE

In response to COVID-19, DTS and DWS worked together on several tasks:

- Moved eighty-five percent of all DWS staff all across the state to work from home in under two weeks
- Set up VPN access for all telecommuting employees
- In just forty-eight hours, created a specialized IT support desk call center, staffed by fifteen DTS staff, that helped provide IT support and relief for the unprecedented high call volume for the Unemployment Insurance Division and the Eligibility Services Division
- Scaled up the infrastructure for jobs.utah.gov to accommodate increased site traffic
- Created a call center staffed by 160 DWS employees in employment centers across the state in order to provide continued operations when centers closed due to COVID-19
- Coordinated with the DTS Voice Operations Team to set up and install soft phone capability for hundreds of DWS staff
- Created an internal triage team when staff were moved to Global Protect in order to take the burden of troubleshooting off the DTS Help Desk
- Provided the technical means for the emergency expansion of the Unemployment Claims Center, including providing hardware for staff, licensing, software, and additional phone lines to support the demand

UNEMPLOYMENT INSURANCE DIVISION

CARES Act: Emergency Pandemic Unemployment (PE)

The DTS development team for the Comprehensive Unemployment Benefits System (CUBS) worked hard to push the changes out in order to serve Utahns who were affected by the pandemic. The number of claims received shows the deep impact to our communities. As of August 4, 2020, there were 10,662 Pandemic Unemployment (PE) claims filed and 200,292 claims filed in CUBS. PE claims consist of claims that have exhausted benefits but their benefit year has not yet ended and they are given an additional thirteen weeks of unemployment assistance under the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

The number of weeks filed for all claims totaled 1,730,061 with 54,059 weeks filed for PE. Of the claims that required review and decisions, 549,498 decisions were made by workers and 396,384 were systematically made by CUBS. A total of \$732,828,231 payments were made under the Pandemic Unemployment Compensation stimulus payment, \$17,002,202 paid out so far for PE claims while the normal unemployment insurance claims paid out \$430,326,359 in benefit payments. To put this into perspective, the combined unemployment benefit payments made in 2017, 2018, and 2019 was \$469 million.

GO

Governor's Office

One of the challenges the GO faces during legislative session is the requirement to track legislation in real-time or near real-time. Most agencies closely monitor only the bills that affect them directly or indirectly, but GO, and specifically the general counsel and staff, monitor every numbered bill. This is a daunting task for a small team, and prior to 2020, the tool they were using was a simple spreadsheet with some visual basic scripts to import data from the legislative feed. This method was unreliable, which added a great deal of frustration during an already-stressful time.

In 2020 the DTS Salesforce team, working in conjunction with a private-sector Salesforce system implementer, debuted a legislative tracking application for GO. The application offers several advantages:

- Reliably imports data from the legislative feed
- Flags bill status changes, indicating that they need to be reviewed or re-reviewed by staff
- Facilitates internal collaboration
- Documents executive-branch department and agency positions and concerns with in-process legislation

- Allows staff to:
 - Quickly gauge workload collectively and individually
 - Flag high-priority bills
 - Create a "hot sheet" to use in daily briefings with the governor
 - Access complete bill language, agency documentation, and staff comments or positions

The general counsel commented that he was initially very skeptical about the application, but after session, he was convinced that Salesforce was designed specifically for legislative bill tracking, and any other features it provided were just extra.

The DTS Salesforce Team is currently working with legislative IT staff to expose more bill fields for data importing and eventually provide bill data and status updates to the executive branch agencies via Salesforce rather than the public feed. This will reduce the traffic on legislative servers while improving the quality and reliability of the data.

GOMB

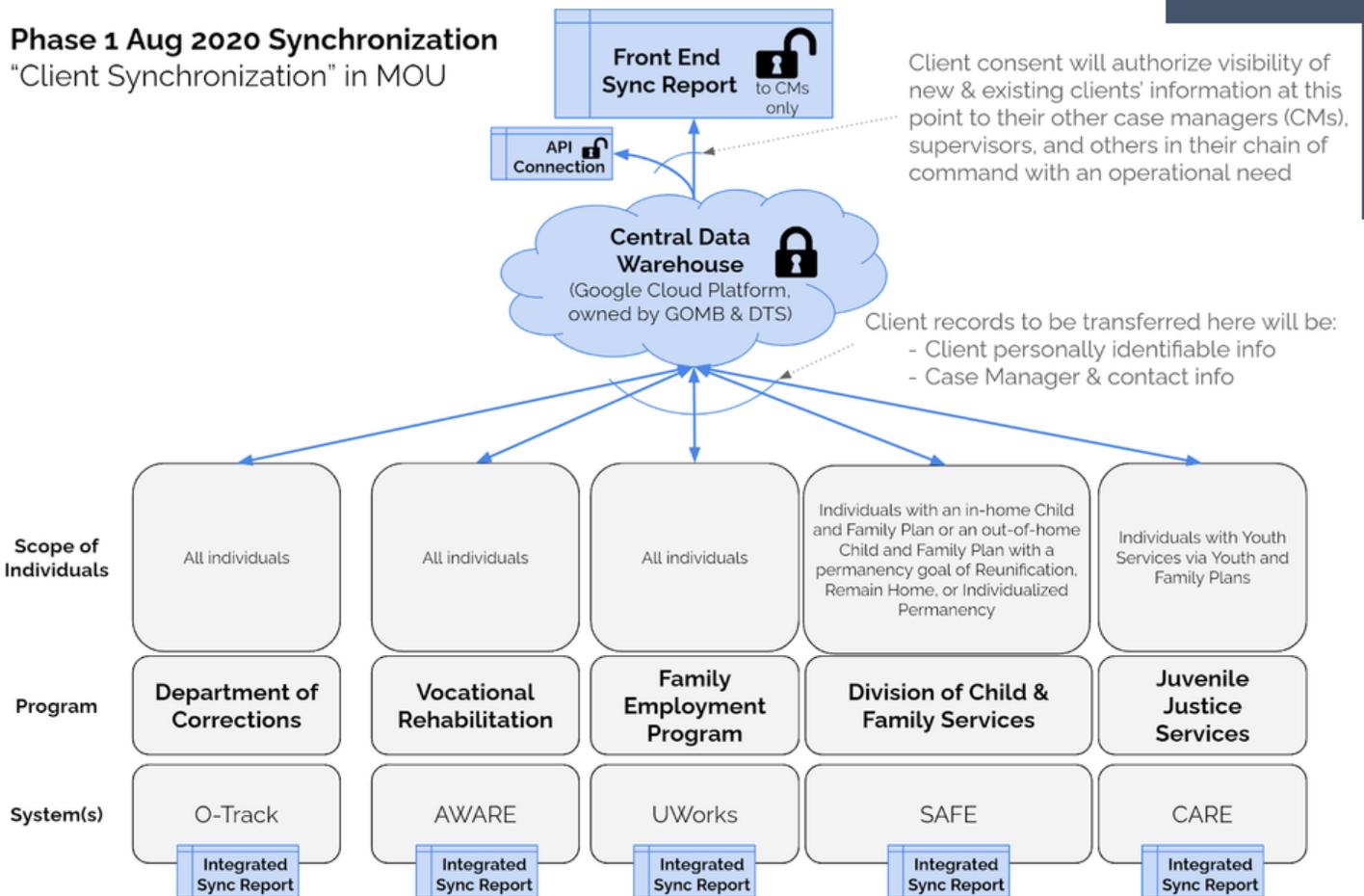
Governor's Office of Management and Budget

GOMB BLUEPRINT

GOMB took on an ambitious data integration project, the Blueprint Solution, headed up by the office's chief data officer. This project integrates social services data from the Utah Department of Corrections, the Utah Department of Human Services, and the Department of Workforce Services. By integrating this data, GOMB is able to share the combined data with case workers so that they can more effectively serve the people who participate in these programs.

DTS played a big part in this. Because of the success of the DHRM project, we recommended GCP as the big-data integration platform for the Blueprint Solution. We also worked with Google to find an implementation partner, again SpringML, to build the solution. This project recently has had its first prototype/demo and is on schedule for success. The first rollout, to caseworkers, was in the middle of August 2020.

Phase 1 Aug 2020 Synchronization "Client Synchronization" in MOU



All programs can create an integrated sync report in their own systems as well

PSC

Public Service Commission

UTAH UNIVERSAL SERVICE FUND SURCHARGE ONLINE PAYMENT SYSTEM

PSC implemented an online payment system for Utah Universal Service Fund payments. Telecommunication companies can now remit echeck payments online through the PSC website. The online payment system was launched in August 2019.

RELAY UTAH WEBSITE

In conjunction with DTS, PSC launched a new website for Relay Utah in February 2020. The new website can be found at relay.utah.gov. It is compliant with Web Content Accessibility Guidelines (WCAG) and uses WordPress for improved viewing on handheld devices.

STATE AUDITOR

Office of the State Auditor

TRANSPARENCY PROJECT FOR THE OFFICE OF THE STATE AUDITOR

The Office of the State Auditor needed to modernize its Transparent Utah system, which allows cities and counties to upload financial data to a central location and then allows the public to consume that data in the form of interactive reports and dashboards. The system includes data about state employees' salaries, vendors the state works with, government entity financials, and other transparency data.

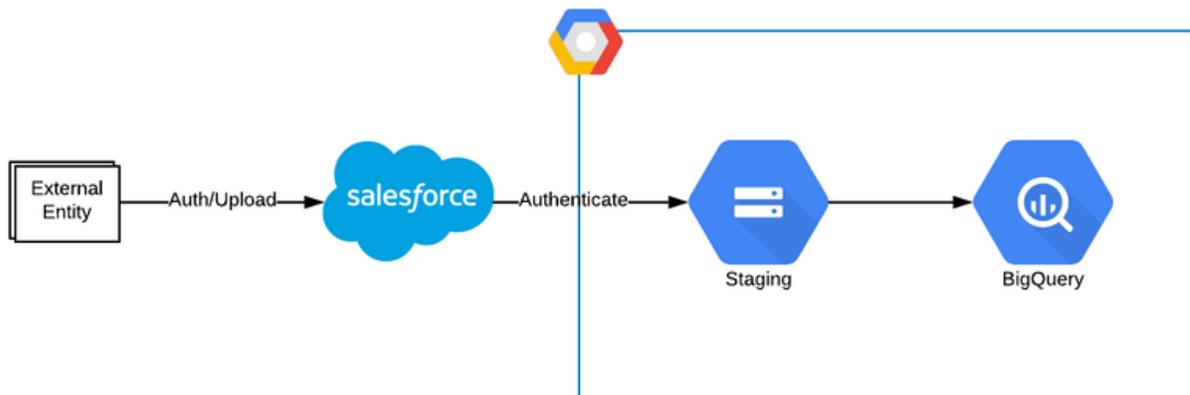
Because of Salesforce's ease-of-use and the public's familiarity with the system, the Office of the State Auditor wanted to replace an old web application with Salesforce as a front end—the familiar place where entities can upload their data.

The DTS Salesforce Team wrote an application in Salesforce that:

- allows entities to upload, validate, and review the history of their data, and
- automatically formats entities' data to a consistent format.

The application authenticates to Google on the back-end, and the application logic forces the data to be in the appropriate format and size. Once the data is validated by Salesforce, it is moved to a "staging" storage bucket in GCP. From there the data is moved to Google's BigQuery and is presented to the public as an interactive, easily accessible dashboard.

Transparency Architecture



TAX

Utah State Tax Commission

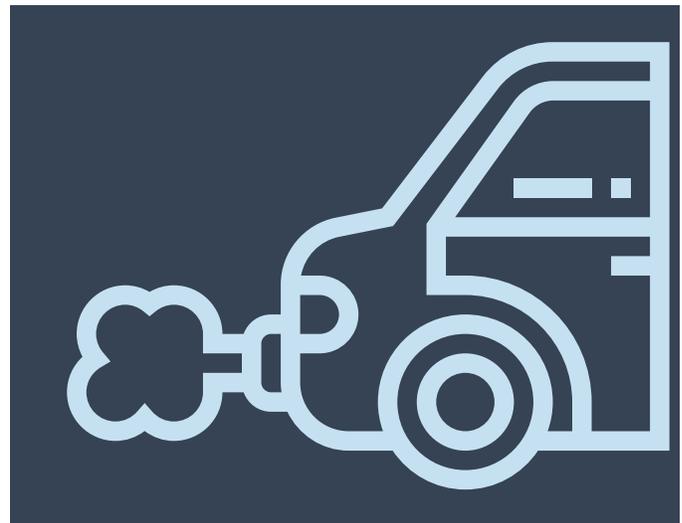
NEW VEHICLE EMISSIONS WEB SERVICE

DTS worked with TAX and Utah Interactive to implement a new vehicle emissions web service that automatically reports emissions results to the Vehicle and Dealer Registration System (VADRS). This project was not technically difficult, but it required coordination between the Utah Division of Motor Vehicles, NIC Utah, all county emissions offices, and software vendors. The project has been successful and the new service enhances citizens' ability to register online.



SALES ONLINE DISTRIBUTION ACCESS (SODA) IMPLEMENTATION

The SODA Implementation allows jurisdictions throughout the state to access the details of their sales tax distribution online through GenTax and TAP. Previously this was done through emailed files.



UDC

Utah Department of Corrections

CASE PLAN MILESTONES, MULTIAGENCY DATA SHARING

The Governor's Office has been coordinating an initiative to significantly improve the success rates of at-risk citizens, including criminal offenders. The objective of this initiative is to electronically share data on case plan milestones among agencies that are working with the same clients. This would allow respective case managers to coordinate about shared goals and efforts and, hopefully, would prevent duplicated effort; create a team approach; break through roadblocks; and, ultimately, increase effectiveness.

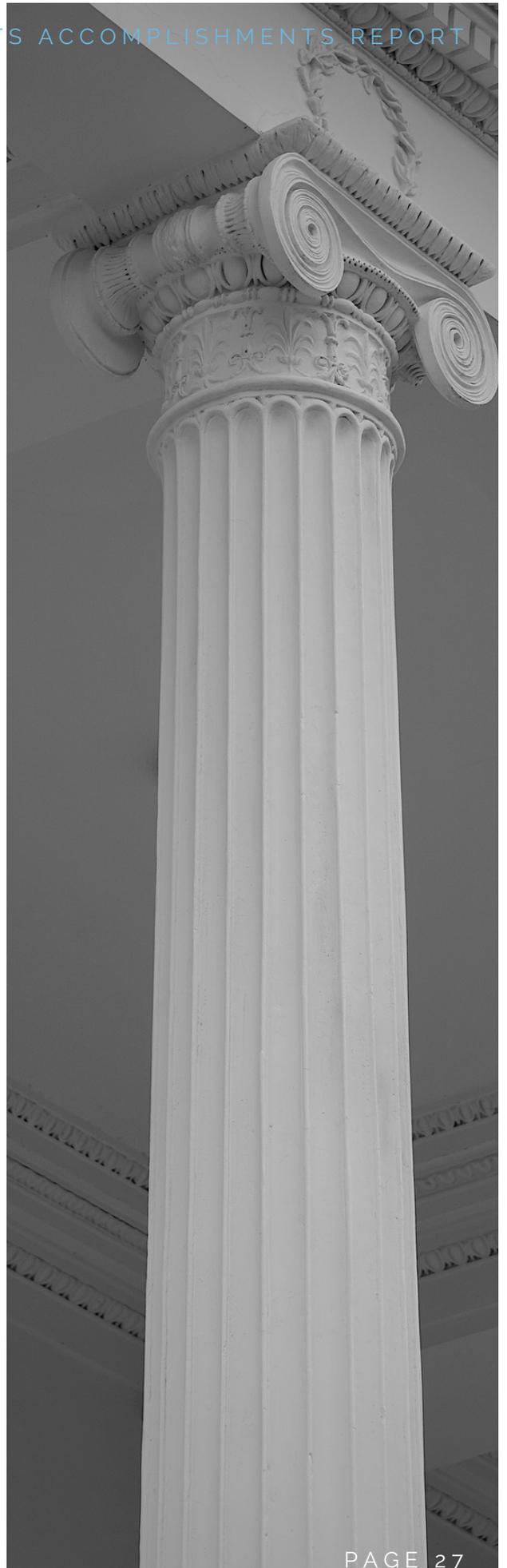
The DTS / UDC Unit, participating with a multiagency team, created its part of the technical framework and interface connections to this new hub. UDC is now providing specific data from its O-TRACK system to a cloud-based, central repository. This data enables allied agencies to match clients, share contact information, and see client case plans and milestone activities.

In addition, the DTS / UDC Unit is engaged with UDC user teams on projects to a) create a function for handling Offender Consent Forms authorizing the sharing and use of selected types of restricted information, and b) manage and track offender eligibility and enrollments in programs to meet their milestone treatment needs.

COMPLETION OF O-TRACK (WEB) CONVERSION

DTS assisted UDC in completing the coding, testing, and release to production on Disciplinarys, the full-featured handling of due process adjudication of offender incidents and infractions. Disciplinarys is a core function for the Division of Prison Operations. This internal legal process is key to maintaining discipline and order within the prison population. It has serious liabilities for the UDC in its management of life safety, and individual accountability, rights, and liberties for offenders.

Disciplinarys was the last of over forty such functional units within four modules of the system to be converted into modern web technology. With this unit completed, the entire O-TRACK system has been converted out of the old client-server PowerBuilder environment into the new Java Web platform. The old PowerBuilder version has now been decommissioned and is no longer accessible. The major conversion effort started in 2009 and has taken eleven years to complete. It involved retrofitting every process and function UDC and BOPP use in managing all offenders under their jurisdictions.



THE UTAH ROAD USAGE CHARGE REPORTS DASHBOARD

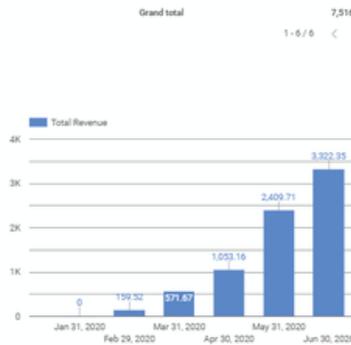
The Utah Road Usage Charge Reports Dashboard is constructed using Google Data Studio (GDS). Source data are stored in Google Cloud Storage in NDJSON (Newline delimited JSON) format, which are, in turn, uploaded to BigQuery to behave as data sources for GDS. Data are typically grouped by month and can be filtered by states, types of vehicles, or other criteria as desired.



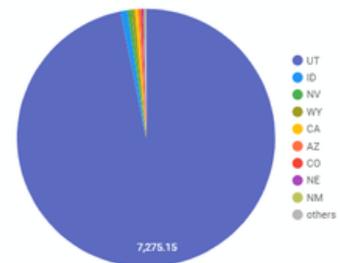
Revenue - Total & By State

Total Revenue

Period Start Date	Period End Date	Total Revenue
Jun 1, 2020	Jun 30, 2020	3,322.35
May 1, 2020	May 31, 2020	2,409.71
Apr 1, 2020	Apr 30, 2020	1,033.16
Mar 1, 2020	Mar 31, 2020	571.67
Feb 1, 2020	Feb 29, 2020	159.52
Jan 1, 2020	Jan 31, 2020	0.00
Grand total		7,516.42



Revenue By State Cumulative Total



Miles - Total & By State

Total Miles Driven - Taxable & NonTaxable

Month	Early Enrollee Miles	Standard Enrollee Miles	Total Miles
1. June	470,472.1	221,490.1	691,962.2
2. May	370,047.7	160,647.6	530,695.3
3. April	228,217.7	70,210.9	298,428.6
4. March	236,722.6	38,111.2	274,833.8
5. February	117,594.5	10,634.5	128,229.0
6. January	0.0	0.0	0.0

Grand total: 1,423,054.6 Early Enrollee Miles; 501,094.3 Standard Enrollee Miles; 1,924,148.9 Total Miles



Data displayed show revenue, miles driven, enrollment/exit, revenue caps, and errors. GDS allows for multiple ways of presentation and customization (e.g., tables, pie charts, bar graphs, and score cards).



UID

Utah Insurance Department

DTS and UID had the following accomplishments over the past year:

- Prior to the COVID-19 pandemic, DTS and UID moved the entire agency to a softphone solution to enable better teleworking phone support. This shift was incredibly beneficial when employees later became required to telework due to the pandemic.
- DTS assisted UID with the deployment of ImageRight, a content management system that is fully integrated into Sircon, the UID insurance management software.
- DTS helped implement Agnovi X-Fire, an investigational case management software, for UID's Fraud Division.



MIGRATION OF ULC DATABASE FROM SYBASE TO SQL SERVER

All ULC applications share the same underlying database, so in order to migrate the underlying database from Sybase to SQL Server, the DTS Technical Team, along with key user representatives from each ULC division, had to make extensive modifications to each application. Once modified, each application was put through unit testing by the developers and then user acceptance testing by the appropriate division. Thanks to close tracking of each application, as well as close tracking of any issues discovered and resolved, followed by formal approval from each division director, the project resulted in the elimination of SAP licensing, a smooth transition to SQL Server, and a very successful go live date!

Also as part of the database migration project, DTS and ULC moved from local password management to full compliance with Active Directory credentials. The login process is now automated and credentials are handled between the application and Active Directory.

MIGRATION OF ULC WEBSITE FROM LOCAL HOSTING TO THE STATE'S AWS CLOUD

This project resulted in the successful implementation of ULC's new public website hosted in the state's AWS Cloud. DTS has been working with specifically assigned individuals in each division to help them manage their content, and DTS continues to provide support for the website and maintain all of the webpages and the needed functionality. The website is written with state-of-the-art technology and is responsive to the ever-changing needs of ULC and its constituents.



ENHANCED EDI CLAIMS PROCESSING

ULC is now running the commission's EDI Claims processing four times a day, which includes First Report of Injury records, Subsequent Report of Injury records, and preproduction (vendor test) records. The cycles are fully automated and process 365 days a year. Once a claims file is processed, the file is encrypted and compressed for long-term storage. This process used to be manual, and the automation of this process allows the agency to shorten the processing window on these claims.

FINAL REWRITE OF JAVA-BASED APPLICATIONS

ULC and DTS have started the final rewrite of the last Java-based applications, which are now focused on the Boiler, Elevator and Coal Mine Safety Division certification administration. This rewrite will complete a multiyear effort and move the ULC technology stack onto a more secure, stable, and robust framework. This also resolves an audit finding based on the current application's use of an outdated technology.