



IDAHO
**OFFICE OF INFORMATION
TECHNOLOGY SERVICES**



Land Board Meeting
Office of Information Technology Services

PRESENTED BY ALBERTO GONZALEZ, ITS ADMINISTRATOR

ABOUT ITS



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ITS Statutory Authority, Mission & Vision

The Statutory Authority for the Office of Information Technology can be found in **Title 67, Chapter 8**.

Our Mission:

To connect citizens with their government.

Our Vision:

To inspire trust and confidence in state government through modern solutions for technical services.

Summary of Services

48 Agencies
8,500+ Users

Administration & Operations

- Computer Support Services
- Procurement, Inventory, Budget, Disposal

Communications, Productivity & Collaboration

- Email, Messaging, Video, Telephone
- Mobile Devices, Licensing

Security Management

- Cybersecurity, Incident Response
- Compliance, Policies & Standards

Applications & Hosting

- Website & Application Hosting
- Database Administration

Consulting, Training & Project Services

- Project Services, Agency Move Support
- Consulting, Application Training

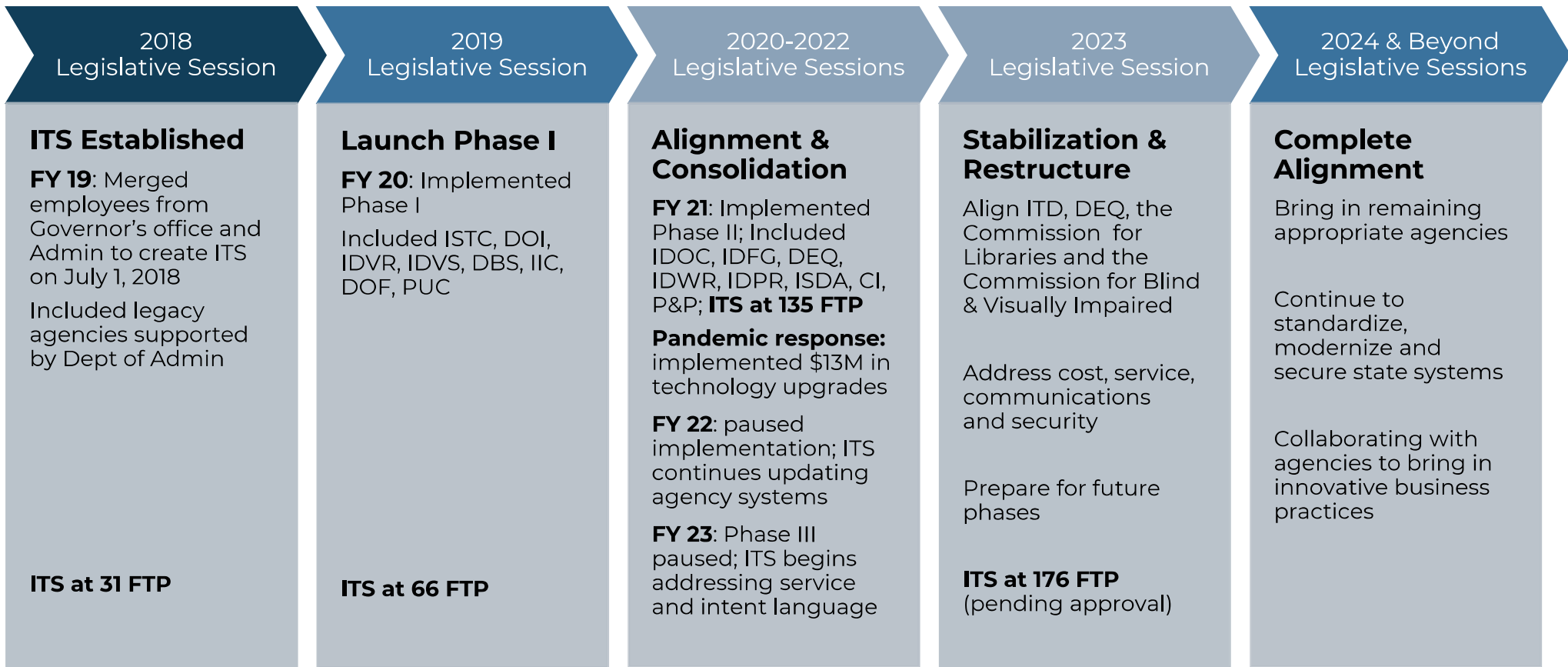
Accounts & Access

- Identity & Access Management, Internet
- VPN Access, Active Directory

Network, Telecom & Connectivity Services

- Network Operations, Telecom Services
- Datacenter Support

Timeline



Security Penetration Test

- Idaho National Guard conducted tests April 2022 and again in May-June 2023
- Weekly progress meetings continue with Idaho National Guard

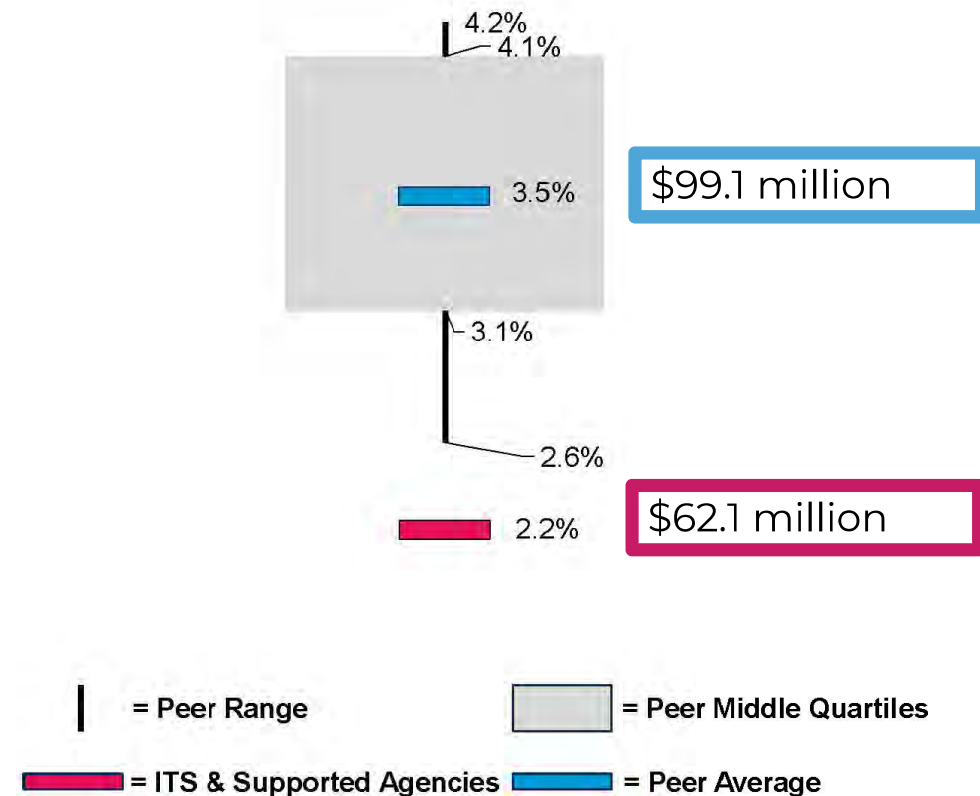
Four Major Efforts Identified

- Threat Detection/Situational Awareness
- Network Segmentation
- Attack Surface Reduction
- Least Privilege Access Control Principle

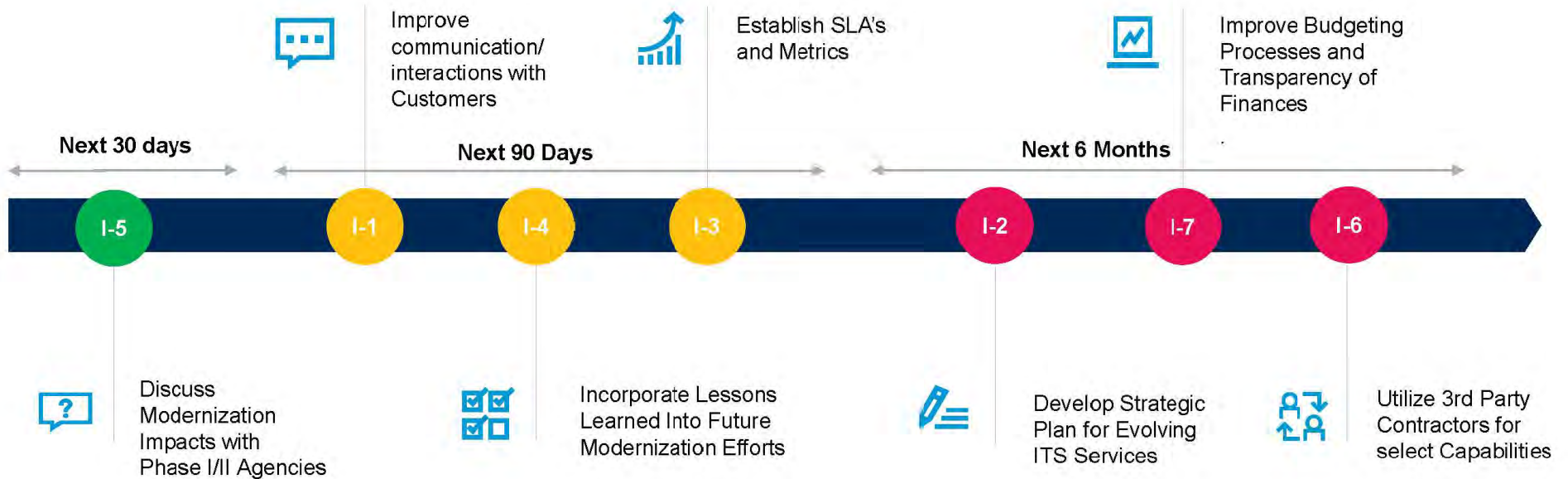
Key Takeaways from Gartner Assessment

- Customers support IT Alignment but demand better services
- Agency Budget and Billing need improvements and more transparency
- Develop a strategic plan for evolving IT services
- IT Spend in Idaho is lower than our peer groups

IT Spending compared to peer groups



Prioritized Action Plan



Insight

As Idaho ITS proceeds with the modernization efforts, future activities should expand beyond the consolidation of IT resources and assets to prioritize enterprise IT initiatives. These initiatives should identify opportunities to increase business productivity within customer agencies while also improving customer engagement and satisfaction.

RESTRICTED

SERVICE DELIVERY (ONSITE AND REMOTE)

- Need more valuable presence, faster response, end-point deployment

ITS COSTS

- Utilization model, asset management, billing, and procurement

COMMUNICATION

- Single points of contact, more communication to agencies, priorities and planning

SECURITY

- Ensure that citizen data and systems are protected and that ITS adapt to growing security threats

FEEDBACK IS CLEAR



Recent Actions



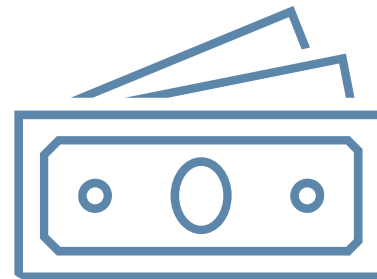
Reorganization

Spans of control,
clear areas of
focus and filling
vacancies



Backlog

Prioritized and
staffed to get this
cleared up



Cost Model

Collaboration
has begun with
agency fiscal staff,
LSO & DFM



Security

TikTok ban, Pen
Test remediation,
audits

2023 Focus Areas

Stabilize & Restructure

- Service, Cost, Communications, Security

IT Alignment

- Next iteration starts with focus on agency needs

Agency Roadmaps

- Understanding their goals and priorities

Technology Roadmaps

- Clear future with cloud, collaboration & application modernization

Threat Detection

- Continue to adapt and be more proactive

Why Lands:



1. Enhance Security of State Systems
 - a) Dedicated Cybersecurity professionals (17 FTP)
 - b) Advanced skills and tools (e.g. threat hunters, compliance)
 - c) Reduce attack surface (consolidated systems)
2. Enable Dept of Lands to focus on its primary mission

Why Lands:



3. Economy of Scale for Commodity Tech
 - a) Control costs through bulk purchases
 - b) Control costs through software ELAs
4. Economy of Scale for Employees
 - a) Focused capability in key system areas
 - b) Deep expertise and accountability
 - c) Creates a career path for technology employees

How Department of Lands Could Prepare for Modernization

Task inventory & service validation

Identify impacts and services needed

ITS Commitment to employees

Transparency and regular communication

Group (Town Hall) and One-on-One discussions

Support through the transition

Visibility to ITS jobs and culture

Anticipated Timeline - 2024

January-March – Early posting of ITS positions

February-March – Legislative decisions

July – All affected positions transitioned to ITS

Next Steps

1. Meet with agency leadership
 2. Identify and work on issues and concerns
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Questions ?



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