ITA

Idaho Technology Authority

FY2020

ANNUAL REPORT

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ITA Members

STATUTORY	State Controller, Office of the State Controller	**(Brandon Woolf) Joshua Whitworth**
	Director, Department of Health & Welfare	**(Dave Jeppesen) Lori Wolff**
	Director, Department of Labor	**(Jani Revier) Brett Richard**
	Director, Department of Transportation	**(Brian Ness) Charlene McArthur**
	Director, Idaho State Police	**(Col. Kedrick Wills) Maj. Charlie Spencer**
	Director, Department of Correction	**(Josh Tewalt) Christine Starr**
	Director, Legislative Services Office	**(Eric Milstead) Terri Kondeff**
	Director, Department of Administration	**(Keith Reynolds) Faith Cox**
	Administrator, Division of Financial Management	**(Alex Adams) David Fulkerson**
	Chief Information Officer, IT Services, Office of the Governor	**Greg Zickau**
	Executive Director, State Board of Education	**Matt Freeman**
	Adjutant General, Idaho Military Division	**(Brig. Gen. Michael Garshak) Collier Lipple**
	Chair, Idaho Geospatial Council – Executive Committee	**Wilma Robertson**
LEGISLATIVE	Senator	**Sen. David Nelson (D)**
	Representative	**Rep. Britt Raybould (R)**
JUDICIAL	Representative	**Kevin Iwersen**
GUBERNATORIAL	Representative from private industry	**Vacant**
	Employee from state government	**Jeff Weak (CHAIR)** **IT Services, Office of the Governor**

Overview & Governance

The ITA was created by statute (I.C. § 67-5745) in 2013 to provide direction and leadership regarding the business needs of the state IT community, while also working to improve the efficiency and productivity of state government and encourage public access to government information.   In FY2019, the ITA moved under I.C. § 67-832 and § 67-833 as a result of the passage of House Bill 607 during the 2018 legislative session.

> **The ITA:**
> ✓ Establishes technology policy and sets the strategic direction for the state
> ✓ Reviews and evaluates IT and telecommunications systems
> ✓ Prepares statewide IT and telecommunications plans
> ✓ Identifies technology opportunities
> ✓ Facilitates and monitors statewide programs, to ensure they are effective, beneficial, and utilized on a statewide basis.

The Governor's IT modernization initiative and cybersecurity continued to be primary focuses of the committee in FY2020.
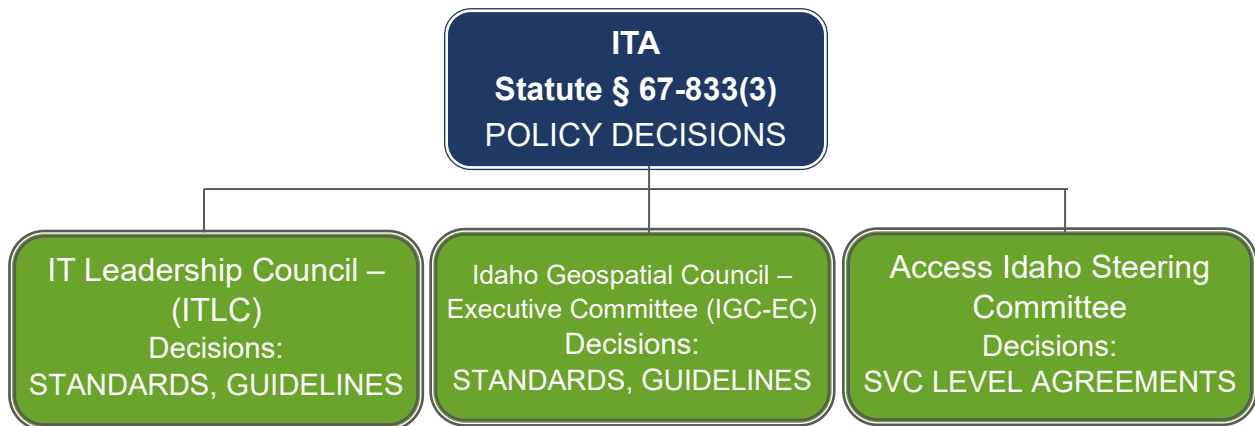
Actions taken by the committee in FY2020:

- Approved revisions to ITA Policy P5030 (Framework Standards Development Policy)
- Approved exemptions to the following policies:
    - P5010 (Web Publishing)
        - EXEMPTION: Department of Health & Welfare
        - EXEMPTION: Division of Liquor
    - P5020 (Dot.Gov Domain)
        - EXEMPTION: Division of Liquor
- Approved the results of the 2020 IGC-EC Election
- Approved the ITA and Subcommittee Ethics & Conduct Policy.

The committee heard reports and updates on a variety of topics, including:

- Overview of Gov2Go – A mobile and desktop application that allows citizens to create a personalized timeline of government tasks, such as renewing a license or registration, and sends due date reminders electronically
- Regular State of Idaho Incident Response Program updates
- Introduction to the Written Information Security Program (WISP)
- Regular subcommittee updates
- Regular updates on the Governor's IT modernization initiative
- Overview of new IT-related approvals processes for budget requests, expenditures, and procurement

The ITA and its Subcommittees

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                    │             ITA             │
                    │   Statute § 67-833(3)       │
                    │     POLICY DECISIONS        │
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│ IT Leadership    │ │ Idaho Geospatial │ │ Access Idaho     │
│ Council –        │ │ Council –        │ │ Steering         │
│ (ITLC)           │ │ Executive        │ │ Committee        │
│ Decisions:       │ │ Committee        │ │ Decisions:       │
│ STANDARDS,       │ │ (IGC-EC)         │ │ SVC LEVEL        │
│ GUIDELINES       │ │ Decisions:       │ │ AGREEMENTS       │
│                  │ │ STANDARDS,       │ │                  │
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IT Leadership Council (ITLC)

The ITLC subcommittee is comprised of agency IT managers representing small, medium, and large permanent member agencies, and meets bi-monthly. Its mission is to provide leadership in the development and implementation of Idaho's State Technology Strategic Plan goals and objectives as outlined in its charter.

CHARTER:

https://ita.idaho.gov/wp-content/uploads/sites/3/2020/10/ITLC_Charter-20200529.pdf

*MEMBERS**

Department of Fish & Game	BOB ROSS (*CHAIR*)
Department of Correction	MICHELE TOMLINSON
Department of Health and Welfare	ALVINO ARTALEJO
Idaho State Tax Commission	MARC NORTON
Department of Labor	BRETT RICHARD
Department of Lands	DAN RAIHA
Department of Parks & Recreation	ANNA CANNING
Division of Liquor	JON SPENCE
Health Districts	BOB NERTNEY
Idaho Military Division	MIKE LANGRELL
Idaho State Police	STEVEN HIGGINS
Idaho Transportation Department	MARK MCKINNEY
Idaho Industrial Commission	SHANA BARROWCLOUGH
Information Technology Services	MARK MAYER
Office of the State Controller	TERRY FORD
State Department of Education	CHRIS CAMPBELL
State Supreme Court	KEVIN IWERSEN
Department of Insurance	VACANT

As of June 30, 2020

Responsibility / Authority of ITLC:

- Implement the duties and responsibilities delegated by the Idaho Technology Authority (ITA) under I.C. 67-833.
- Develop and recommend policies for approval by ITA.
- Create and approve technology standards and guidelines.
- Review and approve large-scale technology projects.
- Provide operational oversight of enterprise utility services offered to state organizations as part of the federated model.
- Plan for enterprise services focusing on innovation, improving service and cost savings.
- Perform other duties authorized or assigned by relevant authority.
- Report to ITA as required.
- Develop, implement, and refine a cooperative process for state agency IT Governance based upon a federated model.
- Provide a forum to advocate and recommend to ITA adequate budgeting of collaborative projects and consolidation efforts.

During FY2020, the ITLC:

- Approved new ITA Standard S6020 (Center for Internet Security CSCs Baseline)
- Approved new ITA Guideline G515 (CSCs 1-6 Written Policy Template), creating a written policy template for the first six (6) Critical Security Controls.
- Revised and updated ITA Guidelines G310 (Web Publishing) and G585 (Cybersecurity Incident & Breach Response Reporting)
- Discussed IT-related procurement issues and heard regular updates from the Division of Purchasing on the status of a variety of IT-related contracts
- Heard regular updates on new IT budget and purchasing approvals processes and the Governor's IT modernization initiative.
- Heard regular updates from the Incident Response Task Force.
- Heard an overview of the new PCI compliance program and the Written Information Security Program (WISP)
- Heard an update on the enterprise licensing with the Ivanti (IT asset management tool) purchased through NCSi
- Heard an overview of collaboration tools available to state agencies to facilitate staff working from home while under the Governor's stay-at-home order during the global COVID-19 pandemic.

ITLC Technical Working Group (TWG)

Security TWG

Per the Governor's Cybersecurity Executive Order (EO 2017-02), agencies have completed their assessments against the Critical Security Controls (CSCs), establishing the first ever findings of the overall State security posture. Agencies subsequently worked towards compliance with the new version (Version 7) of the CSCs.

In FY20, led by the State Chief Information Security Officer (CISO), the Security TWG developed a new baseline standard and guidance, which were approved by the IT Leadership Council (ITLC) as ITA Standard S6020 (Center for Internet Security CSCs Baseline) and ITA Guideline G515 (CSCs 1-6 Written Policy Template), respectively.

FY2020 Strategic Planning

In keeping with Governor Little's priorities of a **robust economy** and **confidence in state government**, enterprise strategic planning throughout FY2020 focused on implementation of the first phase of the Governor's IT Modernization Initiative with projected desired outcomes for follow on phases, while also setting a strategy for key operations and governance elements. Phase 2 implementation began at the end of the fiscal year, adding enterprise architecture and licensing capabilities, and data analytics functions.

In addition to IT modernization, specific cybersecurity focus areas have been identified, with annual statewide penetration testing and vulnerability scans being conducted on all state technology systems to increase the effectiveness of the State's cybersecurity program. Additionally, a new statewide cybersecurity application has been implemented as part of a combined outreach program with the Idaho National Guard, the Idaho Office of Emergency Management, and the Fusion Center, to provide automated inspections, audits, and risk assessments that were previously conducted manually.

GOVERNOR'S PRIORITIES

ITA / ITLC Mission

To provide leadership in the development and implementation of Idaho's Information Technology Strategic Plan Goals, which are:

- *Improve delivery and accessibility of government services and information.*
- *Manage IT and information from the perspective of state government as a whole.*
- *Safeguard the privacy and security (confidentiality, integrity, and availability) of information.*
- *Seek improvement in all aspects of information technologies and services.*
- *Promote collaborative relationships among all entities, public and private.*

Idaho Geospatial Council— Executive Committee (IGC-EC)

The IGC-EC is comprised of geospatial technology leaders from stakeholder groups around the state (including representatives from state, federal, and local government) and meets bi-monthly to provide policy-level direction and promote the efficient and effective use of resources for matters related to Geographic Information. This committee acts as the decision-making and steering body for the Idaho Geospatial Council.

BY-LAWS:

https://ita.idaho.gov/wp-content/uploads/sites/3/2018/10/IGCBylaws_01182018_APPROVED.pdf

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STANDING MEMBERS

Idaho Geospatial Information Officer:	**Bob Smith** *(Acting)*
INSIDE Geospatial Clearing House:	**Bruce Godfrey**
USGS Liaison:	**Tom Carlson**
GIS Training and Research Center:	**Keith Weber**

ELECTED MEMBERS *

STATE:	**Wilma Robertson** *(CHAIR)*	Information Technology Services
	Sydney Lewis	Idaho Transportation Department
FEDERAL:	**Jerry Korol**	Natural Resources Conservation Service
	C. Valdarrama-Echavarria	U.S. Census Bureau
LOCAL:	**Cyndi Andersen**	Bannock County Assessor
	Betty Conces	Kootenai County
	Kelly Green	Blaine County
TRIBAL:	**Laurie Ames**	Nez Perce Tribe
UTILITY:	**Shane Lim**	Suez Water
PRIVATE:	**Jan Cunningham**	Esri
OPEN:	**Stewart Ward**	Dioptra Geomatics
	Pam Bond	City of Boise

*Membership as of June 30, 2020

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* The ITA retains the authority to approve elected members, with elected members serving staggered, two-year terms beginning April 1 and ending March 31. Elections are coordinated by ITA staff.

During FY2020, the IGC hosted the following events:

- 2019 Fall IGC Meeting — This meeting was held at the University of Idaho in Moscow in conjunction with the GIS Day events.

*NOTE: The 2020 Spring IGC Meeting was cancelled due to the COVID-19 global pandemic.

During FY2020, the IGC-EC:

- Approved revisions to ITA Guideline G105 (ITA Glossary of Terms), and recommended revisions to ITA Policy P5030 (Framework Standards Development).
- Approved new guidance (with supplement) for publishing to the Statewide Geospatial Clearinghouse (INSIDE Idaho).
- Heard regular updates from the various Technical Working Groups (TWGs) and designated a new chair for the Transportation TWG, which had been inactive for several years.
- Heard a vendor overview of global daily imagery services and how government agencies are using the service.
- Heard an overview of the INSIDE Idaho (Idaho's data clearinghouse), and the Idaho Enterprise Open Data Portal, which links together agencies' open data portals and individual datasets from a variety of sources.
- Proactively approved the adoption of the Statewide Spatial Reference System for Idaho's GIS Community relative to NATRF 2022 once the datum is released.
- Heard regular reports on the 2020 Census.

IGC-EC Technical Working Groups (TWGs)

To support the initiatives and needs of the IGC, the Executive Committee has designated long-term TWGs to provide expertise and focused effort in specific areas of interest, including the Idaho Spatial Data Infrastructure (ISDI) initiative.

The following TWGs reported regularly to the IGC-EC, providing critical data for discussion and decisions:

Elevation

High resolution topography, primarily lidar, is the focus of the Elevation TWG. In FY2020, the TWG continued its' focus on statewide coordination of lidar planning, acquisition, and data distribution. Significant areas of lidar across Idaho have been collected in the past several years and distributing this data has been a major focus. Updates to the Idaho Lidar Consortium website have been made at: https://www.idaholidar.org/.

Geodetic Control

The Geodetic Control TWG provides advice and guidance regarding the horizontal and vertical positional underpinnings for the spatial data infrastructure of Idaho. The TWG is composed of GIS professionals, surveyors, and engineers, and is currently focused on evaluating the effects of a new horizontal and vertical datum that will be released by the National Geodetic Survey (NGS) in 2022. In addition, maintaining real-time the Global Navigation Satellite System (GNSS) operation in Idaho is also a priority for this TWG. To enable this, the GC-TWG has enabled a collaboration with Utah's AGRC --The Utah Reference Network (TURN)-- which provides immediate coverage across much of Idaho with plans to provide real-time correction coverage across the entire state in the future. A third focus is the control point database and its web map hosted by Idaho State University's GIS TReC. These control points identify section corners and monuments and are used by the geospatial community to improve parcel mapping, rights-of-way, etc. The TWG authored the control point standard which was approved by the IGC-EC on September 15, 2016.

Hydrography

The Hydrography Technical Working Group (Hydro TWG) focus is the surface waters and watersheds in Idaho. The Hydro TWG provides a mechanism for editing, updating and enhancing digital hydrography in Idaho. The Hydro TWG also assists in coordination, and the development of standards for Idaho's hydrography needs, as well as facilitating contributions to national hydrography related datasets. Activities over the last year have focused on supporting the Idaho Spatial Data Infrastructure (ISDI) Initiative as envisioned in the State GIS Strategic Plan.

The Hydrography Data Exchange Standard (Version 2.0) was approved in 2015. The TWG is actively updating the National Hydrography Dataset (NHD) and receiving potential edits for both NHD and Watershed Boundary Dataset (WBD) through the USGS Markup Application available at: https://www.usgs.gov/core-science-systems/ngp/national-hydrography/tools#Markup.

Edits submitted are used to improve the NHD and WBD as well as derived products such as the NHDPlus

High Resolution Dataset.   Information about the NHDPlus High Resolution Dataset can be found at: https://www.usgs.gov/core-science-systems/ngp/national-hydrography/nhdplus-high-resolution.

Information on Hydro TWG specific activities can be found at: http://www.idwr.idaho.gov/GIS/NHD/ .

Imagery

Late October saw the completion of the 2019 Idaho NAIP (National Agriculture Imagery Program) data acquisition. The 2019 Idaho NAIP deliverables are 60 centimeter resolution, 4-band (R,G,B,IR) GeoTiffs. Due to the COVID-19 Pandemic and other unforeseen circumstances at USDA's Geospatial Services Section (GSS – formerly APFO), 2019 Idaho NAIP deliverables were delayed until summer. However, because we have great resources in INSIDE Idaho and ISU's GIS Training and Research Center (GIS TReC), the turnaround in creating image services for the 2019 Idaho NAIP was extremely fast. These image services are accessible to the GIS community and public for free. Under normal conditions, the Imagery TWG meets several times a year on the first Wednesday of the month at 10:00 am (Mountain) at the Idaho Water Center located at Front and Broadway. Because of the current health situation in Idaho, Imagery TWG meetings have been temporarily postponed or have moved to a virtual environment. Imagery TWG information is communicated thru the Geotech Listserv as necessary. Please check the Imagery Framework website for Imagery TWG meeting dates and further information.

The Imagery TWG meets several times a year. Check the Imagery Framework website for meeting dates and further information.

Public Safety Communications

The Idaho Public Safety Communications Commission (IPSCC) is working towards adopting a Next Generation 9-1-1 (NextGen 911) plan, which will include GIS requirements recommendations. The TWG will play a role in reviewing the plan and proposed standards related to the GIS requirements.

Soils

The Soils TWG was created in 2014 to discuss issues around the lack of a comprehensive statewide soil dataset in Idaho. Topics discussed by the TWG since its creation have included state areas not covered by the Natural Resources Conservation Service (NRCS) soil database, soil survey boundaries, soil dataset complexity and end-user ease of use, INSIDE Idaho hosting of the data, and the possibility of linking to the USDA Web Soil Survey. The Soil Dataset was approved by the IGC-EC on November 11, 2017.

Transportation

In FY2020, a new chair was named to the Transportation TWG, which had been inactive for several years. The TWG met virtually in March 2020 to begin developing a list of prioritized applications.

Access Idaho Steering Committee and Idaho.gov

The Access Idaho Steering Committee is comprised of business leaders from several state agencies and meets monthly to review agency licensing agreements with Access Idaho, the State's "portal" contractor, and provides oversight of the Access Idaho project's e-Government applications such as licensing, filing and renewals. The project is now in its 20th year.

MEMBERS	
ROBERT BUTLER (CHAIR)	Information Technology Services (ITS)
CHAD HOUCK	Office of the Secretary of State
DAVE TOLMAN	Idaho Transportation Department
LORI WOLFF	Department of Health & Welfare
JEFF WALKER (NON-VOTING)	Access Idaho

Current Access Idaho Enterprise Solutions:

Custom Applications: (i.e. DMV Portal for Vehicles & Drivers Services)

DMV's online services portal brings all the new and existing Idaho Transportation Department (ITD) Department of Motor Vehicle (DMV) online services into one, easy-to-navigate page, where qualified Idahoans can now skip the line at the county sheriffs' and assessors' offices and go online for DMV services.

In 2020, due to COVID-19, the portal played an indispensable role, quickly scaling up to reduce walk-in traffic and reduce wait times at DMV offices. Adoption of the portal doubled after April 2020. The key objectives of the project were to build a citizen-centric portal so Idahoans could manage their relationship with the DMV. The site allows users to create a personal profile for renewing their driver's license or ID, check the status of their driving privileges, pay reinstatement fees, renew a vehicle license plate, order personalized license plates, or check the status of a vehicle license plate or title. https://www.accessidaho.org/itd/driver/.

Gov2Go

Gov2Go is a citizen's one-stop shop for interacting with agencies at all levels of government. Based on the details a citizen shares, Gov2Go builds a personalized timeline and schedules their government tasks for the year.   The platform is used to push professional license notifications, flag at half-staff announcements and vehicle renewal reminders in 2021. The Gov2Go application can be downloaded at https://getgov2go.com/, and a video demo explaining the services can be viewed at: https://www.youtube.com/watch?v=2T5VJ21_F-c

Driver Record Dashboard (DRD)

DRD is used by vehicle fleet managers to monitor the safety of their drivers. Public entity risk managers use the service to periodically review the driving record of employees before putting them behind the wheel of a car, van, bus, or heavy equipment. Agencies utilize the service to monitor for any convictions or suspensions and track changes to their commercial drivers' medical records. This feature ensures public entities and

business owners are placing safe and legal operators behind the wheel.
https://www.accessidaho.org/itd/monitoring/

Forms (Licensing, Reporting & Taxes)

Access Idaho is helping agencies convert paper or pdf forms received via mail or email into an interactive online experience using its App Engine platform https://www.accessidaho.org/services/payment-processing/appengine.html. Access Idaho works with agencies to build online forms to replace the paper process and create a mobile-friendly form which has the capability to integrate with an agency's API or export all data to a CSV file. Some examples include:

- Department of Administration "MGS" – Mask, Gloves, Sanitizer Customer Setup View
- Alcohol license renewal View
- Idaho Transportation Department's annual road and street financial report View
- Sex Offender Management Board treatment provider for juvenile clients application View
- Quarterly Bean Tax View

Child Support Payments

In 2020, Access Idaho enhanced the Department of Health and Welfare's online child support service to allow for scheduling of payments/creation of payment plans. The service is a fully PCI compliant 'payment vault' storing credit card payment plans extending out until 2038 and totaling over $10 million in future reoccurring payments child support payments and growing. Previously citizens were only able to make one-time payments.

Websites & Webmasters

Access Idaho created the v3 DIY and WordPress templates to provide the State of Idaho with an updated template built on Bootstrap 4 that is cohesive with the new Idaho.gov design launched at the beginning of 2019. Access Idaho is assisting with the State's goal to migrate websites to the v3 templates by January 22, 2021 and continues to work with agencies to do training and migrate the website content. Over 41 state websites have been migrated on to the new platform.

Additional assistance was provided by the creative team through building a program to user test new sites for the Idaho Department of Parks and Recreation and PBS Idaho. The user testing and focus groups provided important feedback on improving the user experience and optimizing site design. The portal's creative efforts provided $60,000 in savings to the state. Resources are available at: https://webmaster.idaho.gov/

Scheduled Payments

Popular with local entities, Scheduled Payments is for both one-time and recurring payments. Examples include monthly water bills, utilities, child support payments, debit collections, and more. In 2020, Eastern Idaho Public Health used the service to create payment plans for medical services they provided to their community. https://www.accessidaho.org/services/payment-processing/scheduled-payments.html

PayPort

Access Idaho's PayPort is in use by over 500 Idaho city, county, and state government entities. This PCI compliant service is helping public entities collect electronic funds for services, and permits, and accept donations through our web Over-the-Counter and Online interface. PayPort can be used at home by citizens, in an office by a clerk, or at a web-enabled kiosk in a lobby.
https://www.accessidaho.org/services/payment-processing/payport.html

On the Go (OtG)

OtG was designed and built for by Access Idaho to securely collect fees in the field with a smart phone. (Think 'Square for Idaho government'). OtG can be downloaded at: https://www.accessidaho.org/services/payment-processing/onthego-pay.html.

Connect the app to a mobile thermal printer by Bluetooth.

Prompt Pay

The national award-winning Prompt Pay allows government employees to send a pre-populated payment link by SMS text message and/or email to citizens, eliminating the need for over-the-phone and fax payment processing. Prompt Pay improves the secure handling of electronic payment information (PCI compliance), modernizing the user's experience when interacting with government employees and reducing the workload of customer service clerks. https://www.accessidaho.org/services/payment-processing/prompt-pay.html

New in 2020, Prompt Pay launched API integration. The Idaho State Police integrated the service with their Laserfiche forms to bulk send payment requests for Alcohol and Beverage Control Beer and Wine License Renewal with Prompt Pay. This functionality allows the service to interface with any 3rd party system including Acella, Aspria, Brandt, Celtic, Fast, Sales Force, and Tyler or call centers to assist with PCI and instant invoicing.

- YouTube Demo of how Prompt Pay works: https://www.youtube.com/watch?v=Wtc5qAi4Dgo
- Prompt Pay summary: https://www.accessidaho.org/services/payment-processing/prompt-pay.html

Event Registration

Access Idaho used its dynamic form generator to quickly replace PDF forms and launch event registration services that accept payments. One such example was a collaborative effort between the Idaho Bean Commission, the University of Idaho Extension, and allied industry to put on the 2020 Bean School View.

Payment Engine

The portal launched multiple PCI compliant payment engine services in 2020. Our payment engine can be plugged into an agency built or third party provided application. Access Idaho hosts it, so agencies don't have to. The Access Idaho team works collaboratively with an agency or their vendor to connect and test the technology. https://www.accessidaho.org/services/payment-processing/payment-engine.html allowing agencies to take multiple payment types including: AMEX, Discover, Master Card, Visa, PayPal, monthly invoicing, future dated e-checks, stored payments, and reoccurring payments.

ITA Staff

The Governor's Office of IT Services (ITS) provides staff support for, and works in tandem with, the ITA to improve the efficiency and productivity of Idaho State Government in its statewide use of emerging information technologies and communications services.

Staff is responsible for development of the State's IT Plan; staffing support to the ITA and its' subcommittees; research and development of statewide IT applications; and coordination, facilitation and implementation of the State's long-range, enterprise-wide technology planning efforts and initiatives.

Biennially, during even years, staff assists in coordinating and compiling Idaho's response to the Digital States Survey (Center for Digital Government). Results of the most recent survey (2020) can be viewed at: https://www.govtech.com/cdg/digital-states/.

Additionally, staff assists state agencies in effectively meeting their individual information technology needs. In cooperation with agency directors and IT management, they ensure that respective agency IT plans and major IT projects are in harmony with the direction of the enterprise and comply with the IT Policies and Standards as adopted by the ITA.

ITA CHAIR **ADMINISTRATOR, ITS** Jeff Weak | (208) 605-4067 jeff.weak@its.idaho.gov	**CHIEF INFORMATION OFFICER/** **DEPUTY ADMINISTRATOR, ITS** Greg Zickau | (208) 605-4065 greg.zickau@its.idaho.gov
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