ITA

Idaho Technology Authority

ANNUAL REPORT

FY2021

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ITA Members

STATUTORY	State Controller, Office of the State Controller	**Brandon Woolf** **ALT: Joshua Whitworth**
	Director, Department of Health & Welfare	**Dave Jeppesen** **ALT: Lori Wolff**
	Director, Department of Labor	**Jani Revier** **ALT: Brett Richard**
	Director, Department of Transportation	**Brian Ness** **ALT: Charlene McArthur**
	Director, Idaho State Police	**Col. Kedrick Wills** **ALT: Maj. Bill Gardiner**
	Director, Department of Correction	**Josh Tewalt** **ALT: Michele Tomlinson**
	Director, Legislative Services Office	**Eric Milstead** **ALT: Terri Kondeff**
	Director, Department of Administration	**Keith Reynolds** **ALT: Faith Cox**
	Administrator, Division of Financial Management	**Alex Adams** **ALT: David Fulkerson**
	Chief Information Officer, IT Services, Office of the Governor	**Greg Zickau**
	Executive Director, State Board of Education	**Matt Freeman** **ALT: Chris Campbell**
	Adjutant General, Idaho Military Division	**Brig. Gen. Michael Garshak** **ALT: Ben Call**
	Chair, Idaho Geospatial Council – Executive Committee	**Wilma Robertson**
LEGISLATIVE	Senator	**Sen. Kevin Cook (R)**
	Representative	**Rep. Chris Mathias (D)**
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 Idaho Technology Authority (ITA) was created by statute (Idaho Code § 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 Idaho Code § 67-832 through § 67-833 due to the passage of House Bill 607 during the 2018 legislative session.

The Governor's IT Modernization initiative and cybersecurity continued to be the primary focuses of the committee in FY2021. Responsibilities of the ITA include:

RESPONSIBILITIES

- ✓ 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

Actions taken by the committee in FY2021:

- Reviewed and approved the results from the 2021 IGC-EC election
- Reviewed and approved changes to ITA Policy P5030 – GIS Framework Standards Development. This revision streamlined the new process to develop, review, and approve GIS Data Standards
- Reviewed and approved changes to ITA Policy P1020 – Idaho.gov Portal Privacy Notice
- Formally recognized an Enterprise Cybersecurity Working Group

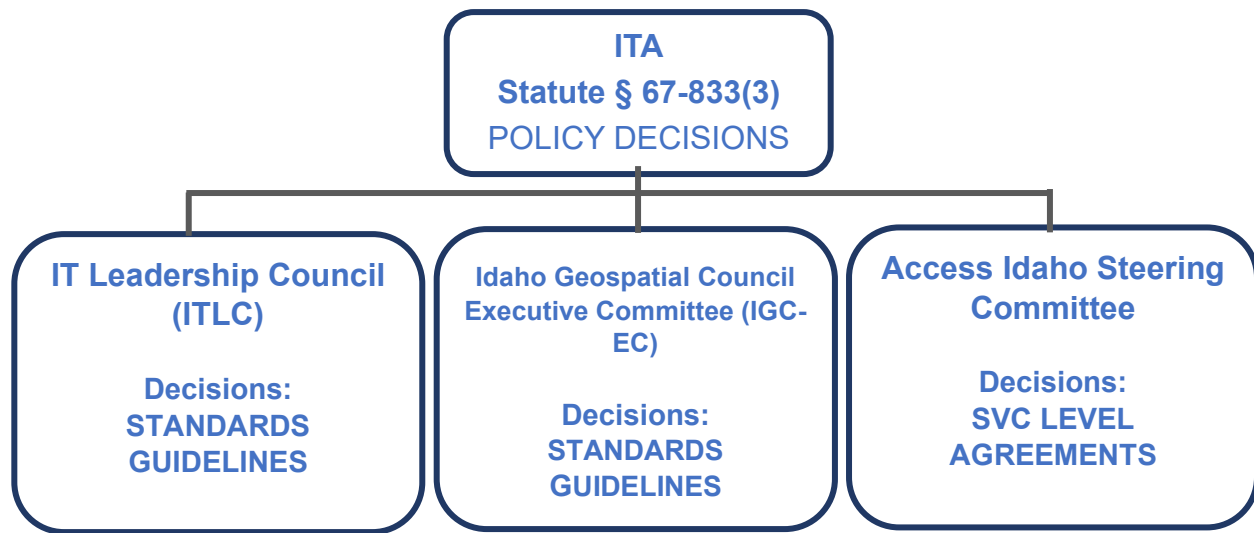## The committee heard reports and updates on a variety of topics, including:

- Regular subcommittee updates
- Overview of the state's cyber liability insurance
- Updates from the State Controller's Office (SCO) on the Luma Project
- Previewed Department of Health and Welfare's new website since being granted an exemption in June 2020
- Updates on the Governor's priorities and IT modernization initiative
- Update on the GEM program from Idaho Transportation Department (ITD)
- Overview of new IT-related approvals processes for budget requests, expenditures, and procurement

ITA Technical Working Group (TWG)

Enterprise Security Working Group (ESWG)

In FY21, the ITA recognized the Enterprise Security Working Group (ESWG) as there had not previously been formal establishment of such a group within the statute, charters, or through committee. The ESWG shall be led by the State Chief Information Security Officer (CISO). The intent is to encourage transparency with the governance and how to best manage the enterprise cybersecurity program.

The ITA and its Subcommittees

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                    │            ITA              │
                    │   Statute § 67-833(3)       │
                    │    POLICY DECISIONS         │
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IT Leadership Council (ITLC)

Created by ITA; ITLC [Charter](#) (Revised May 2020) can be found on the ITA website, https://ita.idaho.gov/wp-content/uploads/sites/3/2020/10/ITLC_Charter-20200529.pdf.

The ITLC subcommittee is comprised of agency IT managers representing small, medium, and large permanent member agencies, and meets bi-monthly. ITLC's 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.

FY2021 ITLC MEMBERS

*Bob Ross - Department of Fish & Game

Michele Tomlinson - Department of Correction

Alvino Artalejo - Department of Health and Welfare

Marc Norton - Idaho State Tax Commission

Brett Richard - Department of Labor

Chris Colligan - Department of Lands

Anna Canning - Department of Parks & Recreation

Jon Spence - Division of Liquor

Matt Merrell - Health Districts

Mike Langrell (CHAIR) - Idaho Military Division

Steven Higgins - Idaho State Police

Mark McKinney - Idaho Transportation Department

**Shana Barrowclough - Idaho Industrial Commission

Mark Mayer - Information Technology Services

Terry Ford - Office of the State Controller

Chris Campbell - State Department of Education

Kevin Iwersen - State Supreme Court

VACANT - Department of Insurance

*Bob Ross retired in April 2021. Vice-Chair Mike Langrell took over as Chair.
** Idaho Industrial Commission relinquished its seat in April 2021.

Responsibility / Authority of ITLC:

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

During FY2021, the ITLC:

- Reviewed and sent ITA Policies to ITA for final approval:
    - P1010 (Information Technology Policies, Standards, and Guidelines Framework) This policy changed the two-year maximum implementation period to six months from the date a standard is adopted by ITA to comply
    - P1020 (Idaho.gov Portal Privacy Notice). This policy moved definitions to G105 – Glossary of Terms and corrects clerical errors
    - P2040 (Risk Assessment) – to be approved
    - P4590 (Cybersecurity Incident Management) – to be approved
- Revised and updated ITA Standards:
    - S3110 (Network Services - Internet/Intranet Web Browser) This standard removes Internet Explorer from recommended browsers and adds Microsoft Edge and Google Chrome
    - S6010 (Cybersecurity Incident and Breach Response Management and Reporting - with Handbook). Completely overhauled S6010 Incident Reporting Handbook to clarify statutory risk reporting requirements, including reporting timeframes, the required platform for reporting, and individuals who need to be notified
- Revised and updated ITA Guidelines:
    - G105 (ITA Glossary of Terms) - Updated with additional definitions
    - G120 (Exemption Process) - Updated mailing address and clarified language in Section III Guidelines
    - G509 (SIEM Reference) – Guideline G509 was created to help agencies with SIEM implementation.
    - Rescinded ITA Guidelines G525, G560, and G585
- Approved an ITLC Charter Update - Idaho Industrial Commission, relinquished their seat on ITLC. This charter update removes IIC from the charter
- Reviewed and sent new ITA Enterprise Standard S6030 (Identity and Authentication) and Policy P4503 (Identity and Access Management) to ITA for final approval. Standard S6030 provides basic authentication requirements, based on published industry best practices, that form a solid foundation for current and future identity and access management strategies. Policy P4503 helps ensure state agency assets are protected with basic identity management and authentication practices
- Reviewed the state's cyber liability insurance to reinforce reporting compliance for insurance purposes
- Received updates from the State Controller's Office (SCO) on the Luma Project
- Received updates on the Governor's IT modernization initiative
- Received regular updates from the Division of Purchasing (DOP) on the status of a variety of IT-related contracts

Idaho Geospatial Council- Executive Committee (IGC-EC)

Created by ITA; IGC-EC By-Laws can be found on the ITA website, https://ita.idaho.gov/wp-content/uploads/sites/3/2018/10/IGCBylaws_01182018_APPROVED.pdf.

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 which is comprised of GIS professionals and stakeholders around the state.

FY2021 IGC Events:

- 2021 Spring IGC Meeting – This meeting was held virtually in conjunction with the Intermountain GIS Conference on Thursday, March 20th
- 2021 Fall IGC Meeting – Held Wednesday, October 13th at Chubbuck City Hall

During FY2021, the IGC-EC:

- Approved the formation of a hardware subcommittee to investigate standardizing hardware such as GPS units and improve the quality of data collected
- Revised and updated ITA Policy P5030 (Framework Standards Development) and ITA Guideline G350 (Methodology for Recognizing a TIM Framework Dataset) for TIM Nomination Simplification. Updates help reduce the time to get a TIM data nomination and Data Standard approved
- Revised and updated ITA Standard S4245 (Idaho Trails Data Exchange Standard)
- Approved the Idaho Trails Dataset Nomination
- Approved the Multi-State Control Point Dataset (MCPD) [1]TIM Framework Dataset Nomination
- Revised and updated ITA Standard S4232 – Parcel Data Exchange
- Received an overview of the 3D Nation Concept from the United States Geological Survey National Geospatial Program Topographic Data Service
- Began the development of a new 5-year GIS Strategic Plan for the State of Idaho. The prior Strategic Plan, approved and implemented in December 2016, is slated to end in December 2021
- Held the 2021 IGC-EC Elections. Terms run April 1, 2021, through March 31, 2023
- Heard regular updates from the various Technical Working Groups (TWGs)

IGC-EC MEMBERS

Standing Members

Mike Woodford - Idaho Geospatial Information Officer
Bruce Godfrey - INSIDE Geospatial Clearing House
Tom Carlson - USGS Liaison
Keith Weber - GIS Training and Research Center

FY2021 Elected Members*

STATE:
Wilma Robertson *(CHAIR)* **-** Information Technology Services
Sydney Lewis - Idaho Transportation Department

FEDERAL:
Eric Buehler – United States Department of Agriculture
Dan Determan – National Oceanic & Atmospheric Administration

LOCAL:
Cyndi Anderson - 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:
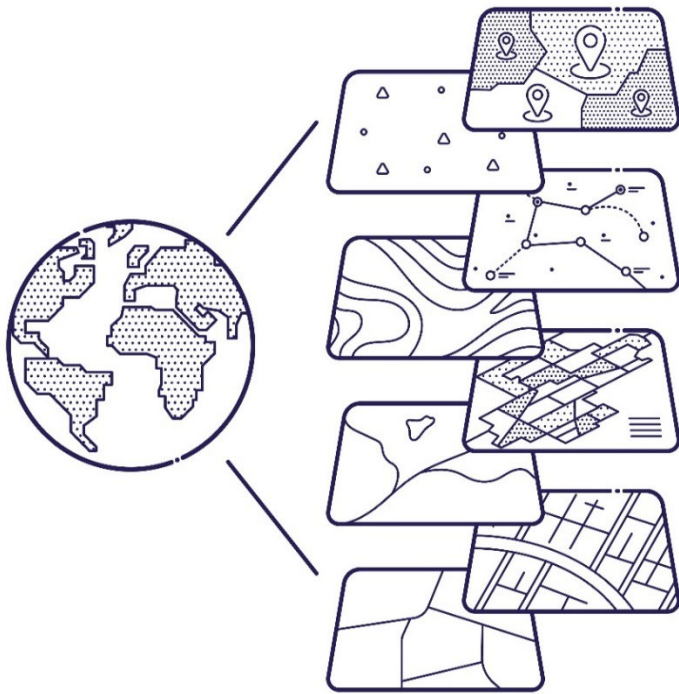**Jeff May -** Idaho Department of Fish and Game
Pam Bond - City of Boise

Membership as of June 30, 2021

* 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.

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[1] TIM = The Idaho Map (definition on the next page)

IGC-EC Technical Working Groups (TWGs)

The Technical Working Groups (TWGs) provide expertise and focused effort in specific data framework themes, such as Transportation, Public Safety, and Imagery, that work towards implementing the Spatial Data Infrastructure for each theme. The Idaho Spatial Data Infrastructure (SDI) includes the GIS data layers for those themes, as well as governance, stewardship, and data sharing related to those GIS data layers. The desired outcome is to produce and maintain 16 SDI Framework layers that, together, create an authoritative geospatially enabled map of Idaho called "The Idaho Map" (TIM).

Active TWGs:

BioScience
In FY2021, Biosciences was reactivated by Angie Schmidt from the Idaho Department of Fish and Game. The number of potential different data layers in the Biosciences theme is huge, for example, layers for different species occurrences, species distribution, habitats, wildlife management areas, and ecoregions. Because of this large diversity, meetings were held to determine the structure of the TWG, and which data layers to include in the overall BioScience data theme before moving on to describe and/or develop the Spatial Data Infrastructure surrounding those data layers.

Elevation
The elevation TWG, under the leadership of Josh Enterkine from Boise State University, concentrates on high-resolution topography, derived from LiDAR data.

An important function of the Elevation TWG is to coordinate the acquisition of new layers where multiple interested parties can team up and purchase LiDAR data together. To support those efforts, the elevation TWG maintains the Idaho LiDAR Consortium website, https://www.idaholidar.org/, which shows where LiDAR data is available and provides access to tools for agencies to indicate where they would like to obtain LiDAR as a way to help identify partners interested in the same areas.

Geodetic Control
The Geodetic Control TWG, under the leadership of Keith Weber from Idaho State University, provides advice and guidance regarding the horizontal and vertical positional underpinnings of GIS data in Idaho which ensures that mapped data is in the correct location. An important component of the Geodetic Control theme is the Multistate Control Point Database (MCPD) which contains control points established by Licensed Public Surveyors.

Government Boundaries
In FY2021, Kara Utter from Valley County reactivated the Boundaries TWG. The Government Boundaries TWG identifies government boundaries, such as State, County, Tribal, City Limits, and others that should be included in The Idaho Map. The TWG has identified 10 different Government Boundaries and started working on identifying source data, standardizing, nominating, and defining the spatial data infrastructure for those layers.

Hazards
Dr. Brittany Brand from Boise State University volunteered to chair the Hazards TWG. The first meeting of the Hazard TWG will be held in 2022.

Hydrography

The Hydrography TWG is chaired by Danielle Favreau from the Idaho Department of Water Resources (IDWR). IDWR is also the principal Steward for the National Hydrography Dataset (NHD) and Watershed Boundary Dataset (WBD) in Idaho. The Hydrography TWG held two meetings in 2021 and covers the NHD and National WBD datasets. Individuals wanting to make edits to the NHD or WBD should work with Danielle Favreau at IDWR to obtain the correct tools and procedures to make those edits.

Imagery

The Imagery TWG is Chaired by Margie Wilkins from the Idaho Department of Water Resources.

During FY2021 the Office of Information Technology Services (ITS) was able to acquire hard drives and online repositories with imagery data collected as part of the 2019 National Agricultural Imagery Program (NAIP). This 60 cm statewide imagery covers the entire state and is currently hosted by Idaho State University and the University of Idaho. In 2021, the NAIP program flew over the entire state of Idaho at 60 cm resolution and preliminary talks have been initiated to determine the best way for Idaho agencies to acquire this data.

Parcels

The Parcel Technical Working Group is chaired by Betty Conces from Kootenai County, reactivating the TWG after a seven-year hiatus. The TWG conducted a survey to gauge the specific needs for Parcel data, including which attributes, such as ownership names, addresses, and improvements associated with each parcel, as well as the concerns from parcel data producers. Based on the survey results, the parcel TWG updated the Parcel standards and started working on a pilot project to demonstrate how parcels can be securely shared.

In 2022, the TWG will continue working on building the infrastructure to standardize and share parcel data and start working on data sharing agreements between the state where the sharable parcel data will be housed, and the Counties where the parcel data is created and maintained.

Public Safety

Idaho is moving towards a new emergency call routing system referred to as Next Generation 9-1-1 (NG9-1-1). An important benefit of this system is that it is better equipped to route emergency calls from mobile phones. The NG9-1-1 system relies heavily on several high accuracy GIS data layers, and the Public Safety TWG, under the leadership of Bill Reynolds from Nez Perce County, has been working to develop data standards for those layers. During FY2021, the TWG researched NG9-1-1 data requirements as well as data standards from other states to develop the first draft of standards for Idaho for the following five data sets: Address Points, Street Centerlines, Public Safety Answering Points, Emergency Service Boundaries, and Provisioning Boundaries.

Since some of the required data layers such as street centerlines, and desired data layers such as trails and historical road markers, also fall under the Transportation TWG, the Public Safety TWG has held joint meetings to coordinate among different TWGs.

The Public Safety TWG has been working with The Idaho Public Safety Communications Commission (IPSCC) and the Idaho Office of Information Technology (ITS) to put together proposals to acquire funding for implementation of the GIS component of NG9-1-1.

Transportation

The Transportation TWG is chaired by Sydney Lewis from the Idaho Department of Transportation (ITD). The Transportation TWG has geared up to start working on identifying and developing standards for several transportation-related datasets including roads, airports, railroads, and historical mile markers. Additionally, the Transportation TWG is coordinating with the Public Safety TWG to work on different layers related to NG9-1-1.

During FY2021 the IGC-EC approved the standard and nomination for the "Idaho Trails" GIS dataset managed by the Idaho Department of Parks and Recreation. The TWG met virtually in March 2020 to begin developing a list of prioritized applications.

Access Idaho Steering Committee

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 and Idaho.gov websites.

FY 2021 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 - Access Idaho (Non-voting)

During FY2021, the Access Idaho Steering Committee:

- Reviewed and approved the following Service Level Agreements:
    - Department of Juvenile Corrections - Addendum C
    - Idaho Council on Domestic Violence and Victim Assistance Addendum U
    - Idaho Department of Environmental Quality - Addendum G
    - Idaho Industrial Commission - Addendum C
    - Idaho Petroleum Clean Water Trust Fund – SLA/ Addendum A
    - Idaho Petroleum Clean Water Trust Fund – Addendum B
    - State Insurance Fund Idaho Petroleum Storage Tank Fund – SLA/ Addendum A
    - State Insurance Fund Idaho Petroleum Storage Tank Fund – Addendum B
    - Transportation Department Addendum AH
    - Transportation Department Addendum AI
    - Transportation Department Addendum AJ
- Heard regular updates from Access Idaho

Current Access Idaho Enterprise Solutions:

Custom Applications (Special Plates)

New in the fall of 2021, citizens can check to see if the text they want on their license plate is available before ordering. Citizens can visit ITD's Driver Portal, choose a plate type and verify their desired text is available. If the vehicle has a current title plus registration in good standing, the citizen can purchase their new custom vanity plate. Not all special plates are available for picking; some may have additional requirements for purchase eligibility.

Gov2Go

Gov2Go is a citizens' 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 license renewal reminders.

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.

Forms (Newborn Screening Kits)

In 2020, Access Idaho helped The Idaho Department of Health and Welfare update the Newborn Screening Kit order process from a time-consuming manual process to an online order plus payment system.

In the spring of 2021, Access Idaho worked with a new lab in Washington to transmit the orders using an API service that posts orders directly to the lab for fulfillment. Access Idaho has further improved the form validation through an API call with the lab to validate the account number before payment collection.

Event Registration (App Engine Form Builder)

Access Idaho's App Engine forms allow agencies to quickly bring up online event registration and more. App Engine, at no cost to the agency, turns any paper process into an online process. App Engine can also connect directly to an agency database by APIs or create an automated workflow to reduce paper forms arriving by mail, fax, and walk-in traffic.

One example of the service is the Department of Environmental Quality learning series. They set up a series of nine courses, such as the Collection System Cleaning Webinar https://appengine.egov.com/apps/id/Jan24WWCCleaning, using the forms service.

Websites & Webmasters

In FY2021, Access Idaho was busy converting agency websites to the v3 DIY and WordPress templates to provide the State of Idaho with an updated template built on Bootstrap 4, which is cohesive with the new Idaho.gov design. The volume of work and the fiscal impact was a highlight of the year. Access Idaho completed 25 v3 WordPress Website Conversions which saved the state 1,862 manhours.

Scheduled Payments

Scheduled Payments are for both one-time and recurring payments. Examples include monthly water bills, utilities, child support, debt collection, and more. In 2020, Eastern Idaho Public Health used the service to create payment plans for medical services they provided to their community.

PayPort

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

Prompt Pay

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.

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, SalesForce, and Tyler or call centers to assist with PCI and instant invoicing.

Payment Engine

The portal launched multiple PCI compliant payment engine services in 2021. A payment engine can be plugged into an agency-built or third-party provided application. It allows 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 the Idaho State Government in its statewide use of emerging information technologies and communications services.

Staff is responsible for the development of the State's IT Plan staffing support to the ITA and 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.

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