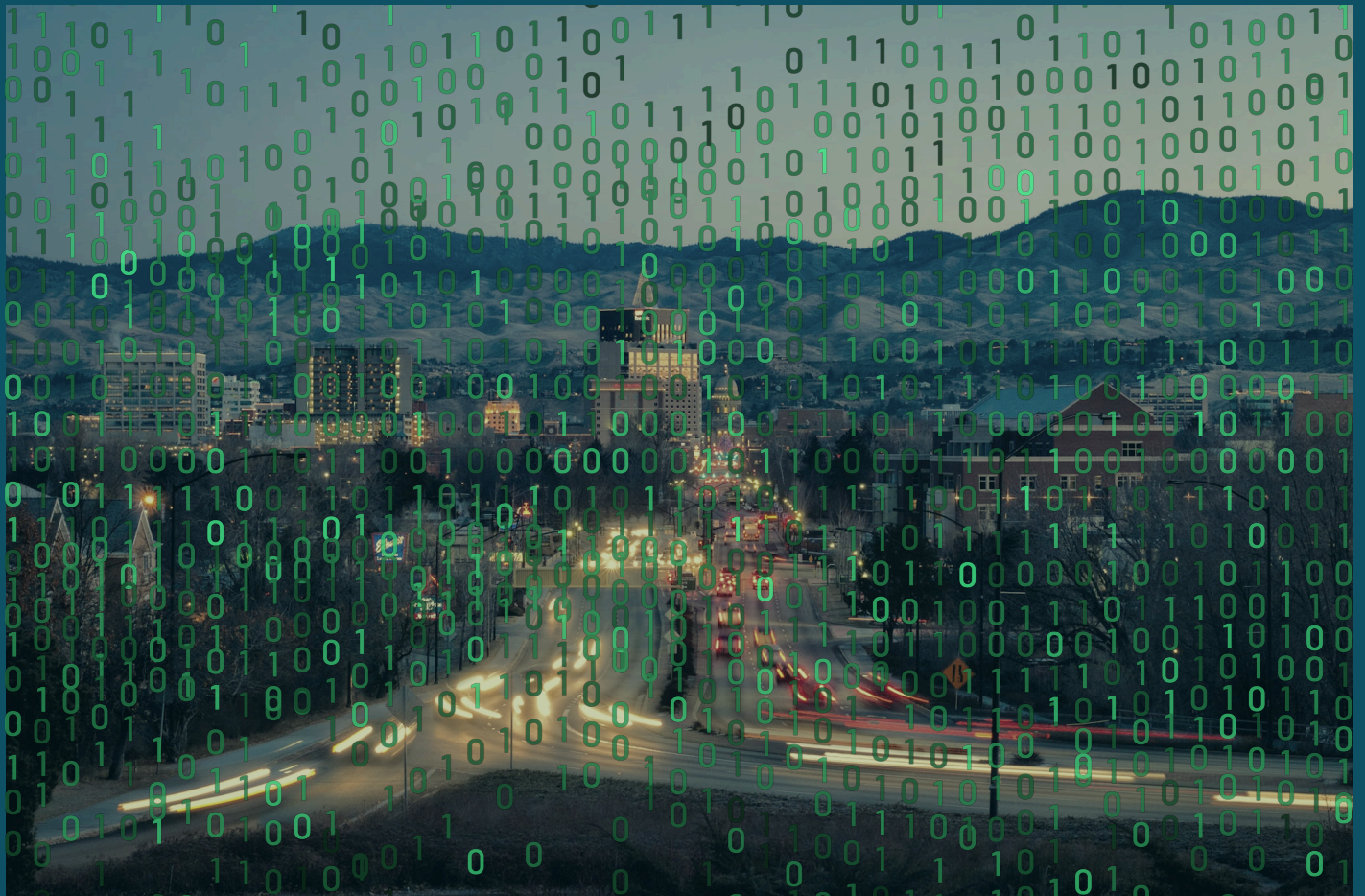




OFFICE of
**information
technology
services**

2024

ANNUAL REPORT



STATS

59,620 support tickets

14,654 customers

11,757 protected devices

1,992 devices deployed

Expanded Connectivity

When traditional ground-based cable or fiber isn't a good choice, ITS offers satellite and cellular internet options



Starlink	▶	44
Cellular	▶	186

PHASE 4 IT MODERNIZATION ONBOARDING

Total new locations:	128
Total users onboarded:	2,126
Total added devices:	2,846

**Dept. of Labor, Military Division, Historical Society,
State Public Defender, Liquor Division, Dept. of Lands**

SECURITY

INNOVATIVE READINESS TRAINING

In partnership with the Idaho Army National Guard and Department of Defense, ITS executed **23** cyber training assessment and trained **100** participants over **1,749** days with an estimated cost benefit of **\$2.72 million**.



Total emails inspected	▶	70.5 million
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Blocked/rejected emails with malicious content	▶	40.2 million
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Major cyber incidents	▶	12 total
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Moderate incidents	▶	60 per month
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SAVINGS

IDAHO STATE LIQUOR DIVISION

ITS replaced traditional ground circuits with modern satellite and cellular technology in Idaho State Liquor stores

- ➔ **70** stores upgraded
- ➔ **\$200,000** hardware investment
- ➔ **\$120,000/yr** estimated savings on circuit costs

Through collaboration and innovation, the team was able to devise a modernized solution that will not only provide better security, connectivity, and reliability, but also end in a cost savings. The combined efforts of everyone involved are greatly appreciated.

Catie Wiseman
Deputy Director
Administrative Services
Idaho State Liquor Division

ENTERPRISE LICENSING

➤ Leveraged collective purchasing power for better pricing, favorable terms, improved services

➤ Implemented cost-saving strategies while eliminating spending on redundant products

NOTABLE AGREEMENTS

\$950,000 - Total annual savings if all agencies join cloud foundational infrastructure contract

\$110,000 - saved by Dept. of Labor under the firewall contract



COMMUNICATIONS



Nearly 175 bulletins on IT events including monthly and quarterly newsletters, materials for new agencies, and statewide cybersecurity campaign



New statewide WordPress website templates



Developed new internal SharePoint site with branded videos covering news, announcements, and training



Modernized Dept. of Administration, Office of Group Insurance, Division of Human Resources, State Public Defender, and Cybersecurity websites with new ADA-compliant templates

OPERATIONS INITIATIVES

TELECOM PROJECTS



7 agencies in **42** locations



1,655 phones deployed



2,000+ users migrated



Correctional Industries Network Redesign



This one-year project included new hardware, new IP addresses, and separated trainee network from agency network

Project Stats



265 server/storage migrations



3,863 users enrolled in Duo



56 completed operational initiatives which are larger than service requests and smaller than typical projects

Idaho Transportation Dept DMV AWS Connect



Modernized contact center operations to provide better service to citizens. Includes advanced analytics, chatbot functionality, and on-demand call flow improvements.