

2022 ANNUAL REPORT

WE'RE LISTENING

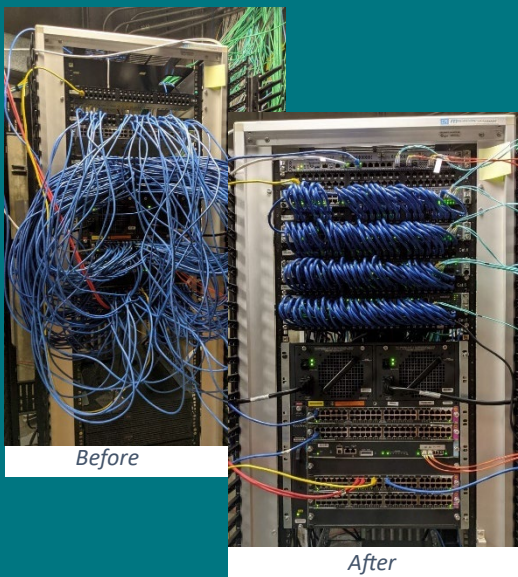
ITS took action to meet customer needs including:

- » More service delivery on-site presence
- » Improvements in budget and billing
- » Better communication
- » Improvements to security and data

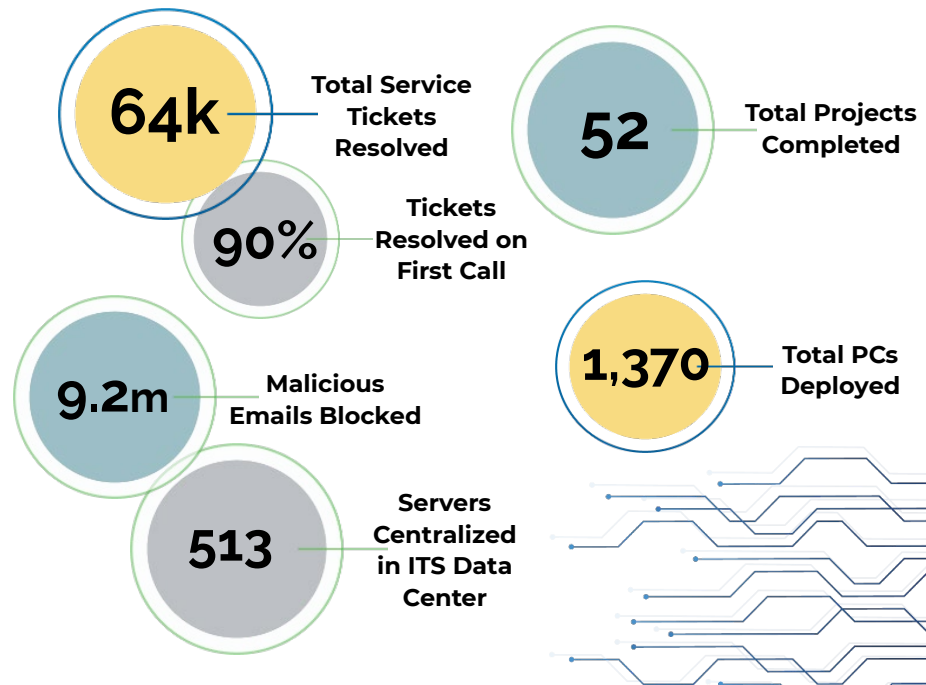
IMPROVEMENTS & UPGRADES

ITS deployed several enhancements including:

- Server & storage upgrades
- Cloud fax migrations for 11 agencies
- No-cost equipment disposal
- Wi-Fi planning & mapping
- Workflow automation processes
- Phone system upgrades for 800 users



2022 BY THE NUMBERS



LOOKING FORWARD: 2023 TO 2027

- » **Advanced** technical capability for server and storage workloads
- » Enterprise content management **standardization**
- » **Modernized** advancements for application development
- » Cloud services **investment**

TOP PRIORITIES

1. Cybersecurity & Risk Management
2. Service Delivery Improvement
3. Financial Management
4. Consolidation & Optimization
5. Modernization & Innovation
6. Cloud Services
7. Workforce Development
8. Application Modernization
9. Citizen Engagement
10. Agency & Technology Roadmaps

ITS DELIVERED

Snapshot of a few projects we worked on:

- Office365 Migration for 2,000 users
- Dept of Correction Network Upgrade
- New Vets Home – Post Falls
- Professional Licensing Consolidation
- Dept of Finance Move
- Pardons & Parole Remodel
- Correctional Industries New Building

ENHANCING CYBERSECURITY

We focused activity on keeping Idaho secure:

- Penetration Test with Idaho National Guard
- Audits with Tax Commission & Voc Rehab
- Developed & hosted cyber exercises with multiple agencies
- Firewall migrations
- VPN migrations
- Endpoint Protection
- IT Security Policy Manual
- Idaho Cyber Grant Planning Committee
- Working closely with Emergency Management on cyber threats, grant funding, and outreach
- Implemented firewall rules to address Canva and TikTok bans

TEAMING UP

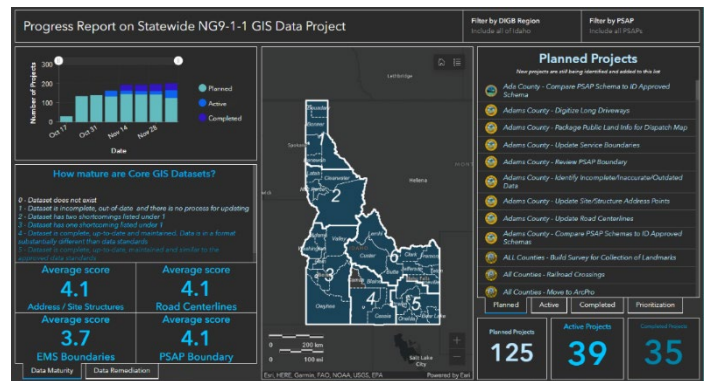
ITS partnered up with supported and non-supported agencies to provide technical expertise and services:

- Department of Correction Offender Management System
- Transportation Department Data Center Consolidation
- Adobe Contract Consolidation
- State Appellate Public Defender Onboarding
- Historical Society Project

Impacting Idaho

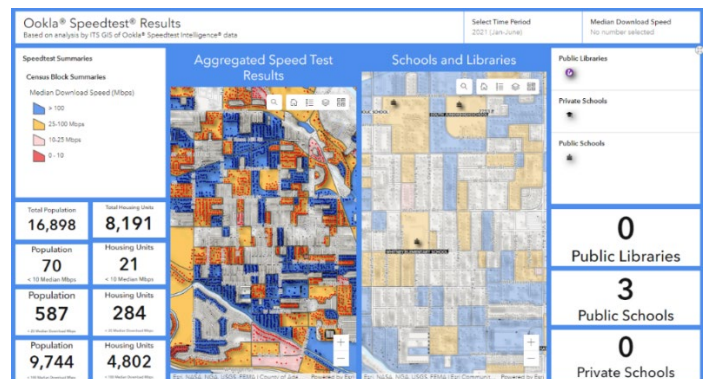
Making Idaho Safer

ITS is working with the Idaho Office of Emergency Management to help public safety and improve the Geographic Information System data to support Next Generation 911 services across Idaho.



Supporting Broadband

ITS is working closely with the Department of Commerce to provide data solutions that support broadband infrastructure investments. An app summarizing speed test result will help focus attention towards areas that have insufficient broadband capabilities.



We're focused on engagement:

- » Executive Outreach
- » IT Liaisons Group
- » Agency Relationship Managers
- » Service Delivery Positions