



# 2023 ANNUAL REPORT



## CYBERSECURITY

- New Threat Hunting team improves incident response.
- First ever multi-state cyber response training with Cybersecurity and Infrastructure Security Agency (CISA) and Department of Homeland Security (DHS).
- Annual penetration test with Idaho National Guard to increase state security and respond to increasing threats.
- Security practices reviewed by CISA.
- Comprehensive security compliance audits for multiple agencies.

### Service Delivery Improvements



Cleared backlog of computer deployments.

Service Delivery Managers (SDMs) established to function as agency liaisons to quickly identify issues and advocate for customer priorities.

## Strategic Goals

2024-2027

**Goal 1:** Complete Governor's IT Modernization Initiative

**Goal 2:** Strengthen Cybersecurity Posture for Idaho

**Goal 3:** Modernization of Applications

**Goal 4:** State Network Cost Reduction and Service Improvement

**Goal 5:** Strengthen Communication and Collaboration

**Goal 6:** Implement Cloud Smart Strategy

**Goal 7:** Establish Foundational Policy for Utilizing Artificial Intelligence

## Restructure & Stabilize

Emphasis on planning, communication, and service

### New Executive Team



Foster more efficient structure and priorities, laser-focused on gaps in service.

### New Cost Model



Provide predictable costs for technology support.

### Align Cybersecurity



Strengthened approach to cyber defense with federal, state, and local government.

### Project Teams



Reorganized to deliver projects faster.



OFFICE of  
information technology services

## Stats

In 2023, ITS served 9,300+ customers in 48 supported agencies.

Number of service tickets received.

47,035

43

New positions hired.

New 2023 positions went to direct customer service.

37%

41%

Customer service positions embedded in agency locations.

Total new agency computers deployed and installed.

1,400+

\$380k

Recovered from incorrectly billed telecom services.

“

ITD and ITS have been working together to creatively seek opportunities and solutions for our customers, employees, and Idaho taxpayers through collaborative efforts and open communication.

Scott Stokes, Director  
Idaho Transportation Department

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## Communications

- Monthly internal newsletter highlights updates and celebrates successes.
- Quarterly external newsletter informs more than 8,000 stakeholders of ITS progress.
- Modernized and overhauled ITS website.
- Updated logo and brand to signal fresh start.

## IMPACTING IDAHO



The ITD Data Center relocation project, an emergency move of Idaho Transportation Department's (ITD) systems and infrastructure from its State Street location to the Chinden Campus, is a high-profile, time-sensitive project. The move was prompted by the 2021 flood and the state's intent to sell the entire property.

ITD requested no additional funds for this project. ITS completed this project ahead of schedule, avoiding millions of dollars in costs based on early vendor estimates.

## Anatomy of a Decision: Microsoft Licensing

ITS Enterprise Architecture team collaborated with more than 80 stakeholders from 23 agencies and six vendors over a 10-month period on a critical Microsoft licensing decision.

Collectively, the group determined the Microsoft G3 suite was the best baseline license for more than 9,000 ITS customers. The extensive process, diligence, and leadership behind this highly complex, \$10 million decision led to a permanent advisory board of ITS customer agencies to provide feedback on future decisions.