

Highlights

- 82,790 service tickets
- 14,385 customers
- 13,194 protected devices
- 3,217 devices deployed
- 138 completed projects

AI Implementation

Setting a nationwide standard, ITS developed multiple AI tools and resources designed for government education, awareness and use, including:

- AI Framework document
- Policy standards and guidelines
- Prompt guide
- Best practices videos
- Podcast
- Agency leadership information

Visit its.idaho.gov/ai

Phase 5 Modernization Onboarding

- Idaho State Police and Idaho Department of Juvenile Corrections
- Total new locations: 14
- Total users onboarded: 1,322
- Total added devices: 1,377

Security

Operation Cyber Idaho

In partnership with the Idaho Army National Guard and Department of Defense, ITS executed 20 cyber training events, training 124 participants over 1,525 days with an estimated community benefit to Idaho of \$2.7 million.

Cyber Stats

- Total emails inspected: 48 million
- Blocked/rejected emails with malicious content: 11.7 million
- Major cyber incidents: 46 total
- Moderate cyber incidents: 254 per month

Communications

- 288 targeted messages to 32k subscribers
- Monthly liaison meetings promote better service outcomes

Citizen Engagement

- \$723k total spend from citizen engagement fund across 39 agencies
- Enhancing the digital experience for Idaho agencies and customers
- 12 refreshed and updated websites

Savings

- Strengthened statewide purchasing power, reduced redundant spend, and unified lifecycle management.
- Achieved significant multi-year cost savings through statewide aggregation and standardization.

Notable Agreements

- \$807k total annual savings from consolidation of major enterprise agreements

Telecom Projects

- 6 agencies in 35 locations
- 850 phones migrated & deployed
- \$365k/year estimated cost savings

Apprenticeship program

Collaborative effort launched with Boise State University and ITS designed to strengthen Idaho's cybersecurity posture by connecting university students and local statewide partners.

The program places skilled apprentices in counties, cities, school districts and other entities providing hands-on experience and preparedness.

Where apprentices are making an impact

Total number of apprentices:

- Cities: 2
- Counties: 9
- School districts: 3
- State: 15

Projects

ADA

Awareness, training, and remediation helping agencies prepare for 2026 digital accessibility federal mandate.

Privacy

Protecting and securing Idaho data through initiatives designed to balance transparency and privacy needs for agencies and customers.

Digital Summit

172 city, county, state, and educational partners attended Idaho's 3rd Digital Government Summit. The fully booked event included breakout sessions, panel discussions, and collaborative conversation with tech partners and government officials.

Datacenter Upgrades

ITS successfully upgraded the state datacenter over a long holiday weekend without power or service disruptions to agencies and customers.

The effort highlighted enhanced ways of delivering service while minimizing greater technological impacts to end users.

MFA

100% implementation of multi-factor authentication (MFA).