OFFICE of information technology services

2025

ANNUAL REPORT

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 & guidelines
- ➡ Prompt guide
- ➡ Best practices videos
- ➡ Podcast
- ➡ Agency leadership information

Visit its.idaho.gov/ai

AI INNOVATION IN IDAHO

OFFICE of
information technology services

PHASE 5
MODERNIZATION ONBOARDING

- ▶ **Idaho State Police**
- ▶ **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

ENTERPRISE LICENSING

▶ 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

september 29 / boise

25

Idaho DIGITAL GOVERNMENT SUMMIT

government technology

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.

100% IMPLEMENTATION OF MULTI-FACTOR AUTHENTICATION (MFA)

100%

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.